

retail portal user guide

The myki logo is located in the bottom right corner of the page. It consists of the word "myki" in a lowercase, sans-serif font, with the "y" and "k" in blue and the "m", "i", and "a" in white. The logo is set against a yellow rectangular background with rounded corners. A white line extends from the left side of the logo, passing through the center of the page, and then turns diagonally upwards to the left, ending near the top left corner.

myki

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Glossary of Terms

HHD, HHD_r or HHDP_r

Hand Held Device used in the retail environment.

KAMCO

Kean Australia Micropayment Consortium Pty Ltd.

OpCo

The back office reference for KAMCO.

myki

A plastic smartcard that contains value and/or products that customers use to travel on Victoria's public transport network.

Password

A code assigned to a user for log in purposes.

PTV

Public Transport Victoria.

Retail Portal

The web based application used to access back office functions and reports.

Service Request

A request submitted to OpCo and/or TopCo for assistance.

TopCo

The back office reference for TTA.

Top Up

To add \$ or a product to a myki.

TTA

Transport Ticketing Authority.

Username

A unique name assigned to a user for log in purposes.

Introduction

Overview

The Retail Portal is an internet based application that provides myki retail outlets access to a variety of back office functions.

These functions include:

- Ordering additional myki's.
- Ordering HHD thermal printer rolls.
- Ordering myki forms.
- Logging services requests for HHD issues.
- Submitting complaints.
- Submitting general feedback.

In the event that the Retail Portal is unavailable (i.e. undergoing maintenance etc), you can still undertake these functions by contacting the NTS Operator Help Desk by telephone. Please refer to the 'Troubleshooting' section for further details.

In addition to the above functions, the Retail Portal collates each retail outlets sales transactions and provides the following reports:

- Sales Transaction List report.
- Sales Transaction Summary report.
- Daily Settlement report.
- Recipient Created Tax Invoice (RCTI).

Note: If using computer, laptop, tablet etc. with a Windows operating system, we recommend that you use Internet Explorer as your web browser. On occasion, the Retail Portal may produce errors when accessed with other web browser programs.



Logging in

To access the Retail Portal, KAMCO provides each nominated user a unique username and password.

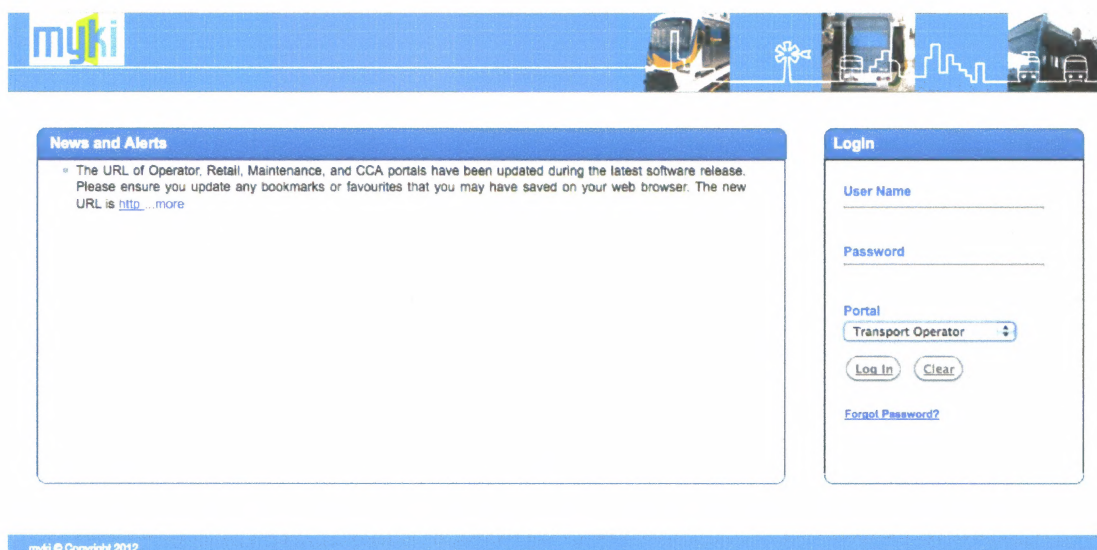
As the Retail Portal contains financial information, the usernames and passwords must be safely stored and not provided to unauthorised personnel.

Procedure:

1

Access the following internet web page:

<https://www.mymyki.com.au/NTSMaintenanceProvider/Login.aspx>



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Note: We recommend that you save this URL in the Favourites of your internet browser for ease of future access.

2

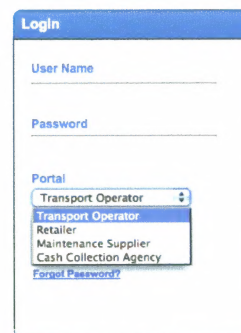
Enter your username in the **[User Name]** field

3

Enter your password in the **[Password]** field

4

Select **[Retailer]** from the **[Portal]** dropdown



The screenshot shows a 'Login' form with fields for 'User Name' and 'Password'. Below these is a 'Portal' dropdown menu. The dropdown is open, showing a list of options: 'Transport Operator', 'Retailer' (which is highlighted), 'Maintenance Supplier', and 'Cash Collection Agency'. There is also a 'Forgot Password?' link at the bottom of the dropdown.

5

Press **[Log In]** to complete the log in process and proceed to the Home Screen

Username – If you enter incorrect information in the **[Username]** field, the error message **User does not exist** will appear.

Re-enter the correct user name and press **[Log In]**.

Password – If you enter incorrect information in the **[Password]** field, the error message **Invalid UserId/Password** will appear. Re-enter the correct password and press **[Log In]**.

Retailer – If you do not select **[Retailer]** from the **[Portal]** dropdown, the error message **User does not belong to this subscriber** will appear. Select Retailer and press **[Log In]**.

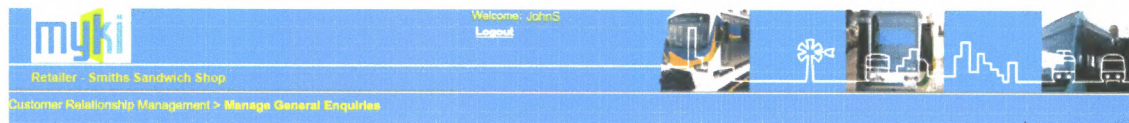
End of procedure.

Logging out

To prevent unauthorised access to the financial information contained within the Retail Portal, it is important to log out after each use.

Procedure:

Select **[Logout]** from the myki banner along the top of the screen



End of procedure.

Forgot Password

To reset a forgotten password, the 'Forgot Password' function can be utilised.

For the 'Forgot Password' function to activate, you must have previously set up 5 security questions and answers – see 'Password Self Service' section for more information.

To have your password reset and sent to your e-mail address, you must answer 2 security questions correctly. If you do not answer the security questions correctly by the 6th attempt, you will be locked out.

Procedure:

1

Enter your user name in the **[User Name]** field



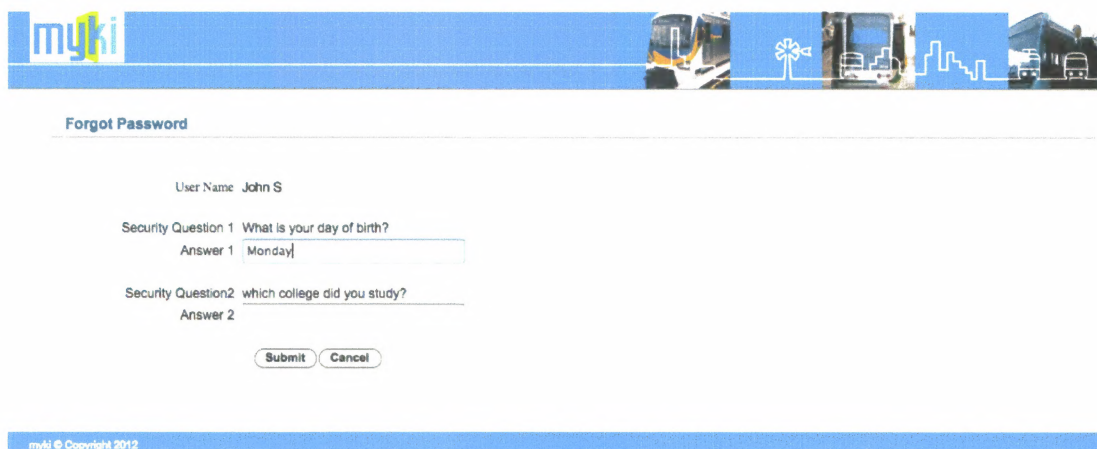
The screenshot shows the myki website interface. At the top is a blue header with the myki logo and a navigation bar with icons for a train, a bus, a tram, and a ferry. Below the header is a 'News and Alerts' section with a blue background and white text. To the right is a 'Login' section with a blue background and white text. The 'Login' section contains a 'User Name' field with the text 'John S', a 'Password' field, a 'Portal' dropdown menu with 'Retailer' selected, and 'Log In' and 'Clear' buttons. Below the 'Log In' button is a link for 'Forgot Password?'. At the bottom of the page is a blue footer with the text 'myki © Copyright 2012'.

2

Press **[Forgot Password?]**

3

Enter your answer to **[Security Question 1]** in the **[Answer 1]** field



myki

Forgot Password

User Name John S

Security Question 1 What is your day of birth?

Answer 1 Monday

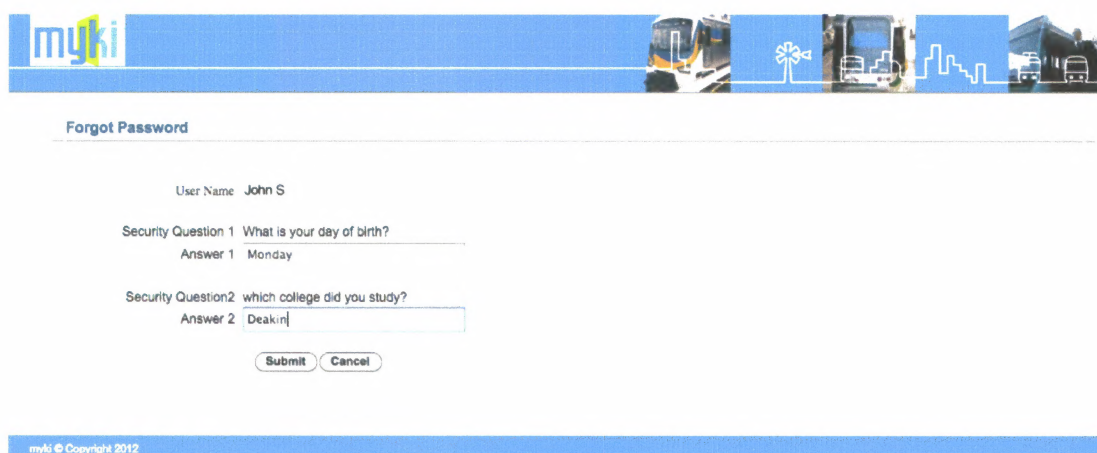
Security Question2 which college did you study?

Answer 2

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4

Enter your answer to **[Security Question 2]** in the **[Answer 2]** field



myki

Forgot Password

User Name John S

Security Question 1 What is your day of birth?

Answer 1 Monday

Security Question2 which college did you study?

Answer 2 Deakin

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5

Press **[Submit]** to reset your password and send a notification to your e-mail address

End of procedure.

Card Management

Overview

The Card Management function in the Retail Portal allows you to order additional new myki cards.

Under normal circumstances, you do not have to order new myki cards as these are automatically sent to you based on your stock on hand figures.

However, if your stock on hand is exceptionally low, or you anticipate an increase in the sale of new myki cards due to a local event (i.e. Melbourne Cup), you can submit a request for additional cards over and above your normal automatic supply.

Please Note: Requests for additional new myki cards will be reviewed by TTA and either approved or denied.

Order new myki cards

The Order Bulk Transit Cards allows you to order additional new myki cards through the selection of the retail outlet location, the device type and the card type.

Order Bulk Transit Cards screen:

Manage System Participants General Enquiries

Card Management
Customer Relationship Management
Reports
Procure Consumables
UTILITIES
HELP

Date From Date To Status
 SR Number Request Type Category
 Terminal ID Terminal Group Service Provider

Data Entry Fields:

Magnifying Glass	Searches options available in the individual field.
Service Location	Retail outlet location.
Device Type	The type of device from which smartcards will be sold (HHD).
Card Product Code	The code assigned to each card type (full fare, concession, senior, child).
Search	Click to activate search.
Clear	Click to clear all fields.

Procedure:

Select Card Management > Procure Cards > Bulk Transit Patron Cards to access the **Order Bulk Transit Cards** screen

Card Management ▶ Procure Cards ▶ **Bulk Transit Patron Cards**
 Customer Relationship Management ▶
 Reports ▶
 Procure Consumables ▶
 UTILITIES ▶
 HELP

2

Press the magnifying glass on the **[Service Location]** field

Service Location



3

In the Service Locations window, press **[Search]** to display applicable locations

4

In the Service Locations window, select the appropriate **[Location ID]**

Only those locations specific to the users log in will appear.

Note: If using Mozilla Firefox as your web browser, after completing this step the **[Location ID]** selected does not populate the **[Service Location]** field. To rectify this, simply click on any menu option to the left. You must do this or an error will occur at Step 9.

Location ID	Service Location Name
1362	Smiths Sandwich Shop

5

Press the magnifying glass on the **[Device Type]** field

Device Type



6

In the Device Type window, select **[ID 139]**

Note: ID 139 represents the HHD used at retail outlets.



ID	Name
139	HHDP

7

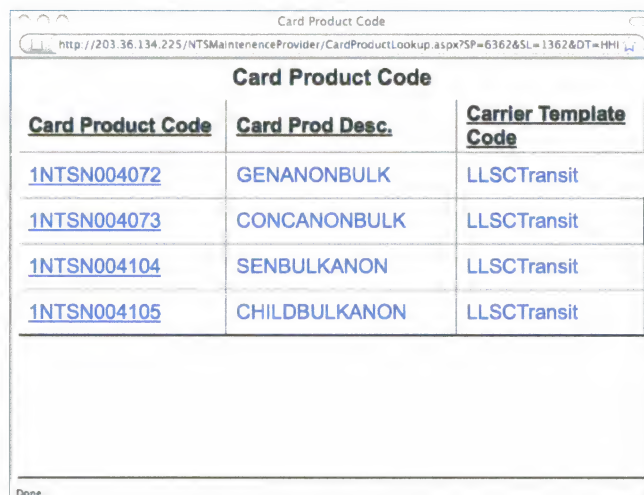
Press the magnifying glass on the **[Card Product Code]** field

Card Product Code



8

Choose the required card type by selecting the appropriate Card Product Code



Card Product Code	Card Prod Desc.	Carrier Template Code
1INTSN004072	GENANONBULK	LLSCTransit
1INTSN004073	CONCANONBULK	LLSCTransit
1INTSN004104	SENBULKANON	LLSCTransit
1INTSN004105	CHILDBULKANON	LLSCTransit

The card types available for order are as follows:

Card Type	Product Code*	Product Description*
Full Fare myki	1INTSN004072	GENANONBULK
Concession myki	1INTSN004073	CONCANONBULK
Seniors myki	1INTSN004104	SENBULKANON
Child myki	1INTSN004105	CHILDBULKANON

*The Product Codes and Product Descriptions are subject to change.

9

Press **[Search]**

Order Bulk Transit Cards

Card Management ▶
 Customer Relationship Management ▶
 Reports ▶
 Procure Consumables ▶
 UTILITIES ▶
 HELP ▶

Service Location Device Type Card Product Code

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10

Select the required product by clicking the circle to the left of the **[Product Code]** field

Order Bulk Transit Cards

Service Location Device Type Card Product Code

Displaying 1-1 of 1 Records Results per page 10 20 50 100

	Product Code	Product Description	Service Location	Device Name	Ordered Qty	Onhand Qty	Reorder Level	Safety Stock Level
<input type="radio"/>	1NTSN004072	GENANONBULK	Smiths Sandwich	HHDP	0	0	75	75

11

Press **[Order]**

12

12. Enter the required quantity in the **[Order Quantity]** field

13

13. Press **[Submit]** to submit the order

Order Bulk Transit Cards-OrderView

Product Code	GENANONBULK	Device Type	HHDP*
Service Location	Smiths Sandwich Shop	Onhand Qty	0
Ordered Qty	0	Total Qty	0
Reorder Level	75	Minimum Stock Level	75
Minimum Order Qty	200	Maximum Order Qty	400
Reorder Qty	200	Order Quantity*	<input type="text" value="200"/>

[Back to Search Results](#)**Submit**

End of procedure.

Customer Relationship Management

Overview

The Customer Relationship Management function in the Retail Portal allows you to:

- Create a Service Request.
- View or Update a Service Request.

A Service Request (SR) is the logging of a complaint, feedback or enquiry and is most commonly used in the retail environment to report issues that have occurred with the HHD or the Retail Portal.

When creating an SR, it is important to record as much information as possible. Recording thorough and accurate information will ensure that your SR is able to be actioned in a timely manner. Failing to include the required details in a SR may result in a delay.

Place service request

The Manage System Participants General Enquiries – Create Request screen contains a number of fields and dropdowns.

To assist in creating an SR, all compulsory fields and drop downs are highlighted with an asterisk (*).

Manage System Participants General Enquiries – Create Request:

Manage System Participants General Enquiries – Create Request

Card Management
Customer Relationship Management
Reports
Procure Consumables
UTILITIES
HELP

Request Type General Enquiry **Status** NEW

Service Provider SMITHS SANDWICH **Service Location**

Category **Assigned to BU** ☐ OpCo ☐ TopCo

Subject

Description

Terminal ID **Terminal Group**

Device ID

Report ID

Report Period From **Report Period To**

Supporting Document

[Back to search result](#)

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Data Entry Fields:

Request Type (*)	A list of request types
Status(*)	Displays the status of the SR – always defaults to New
Service Provider	Automatically displays the business name
Service Location	A list of store locations linked to the Service Provider
Category (*)	A list of categories
Assigned to BU	A list of business units for SR assignment
Subject	A brief overview of the SR
Description	A detailed description of the SR
Terminal ID	Not required by retail outlets
Terminal Group	Not required by retail outlets
Device ID	Not required by retail outlets
Report ID	Not required by retail outlets
Report Period From	Not required by retail outlets
Report Period To	Not required by retail outlets
Supporting Document	Name of attached document
Browse	Opens browse window to find and attach documents
Submit	Click to submit the SR
Clear	Click to clear all fields

Procedure:

1

Select **Customer Relationship Management > Manage General Enquires**

Card Management ▶
 Customer Relationship Management ▶ **Manage General Enquiries**
 Reports ▶
 Procure Consumables ▶
 UTILITIES ▶
 HELP

2

Select **Create**

Create

3

Select the required SR type from the **[Request Type]** dropdown

Request Type	General Enquiry ▾
	General Enquiry
	Complaint

If

Then

HHD Issue

- Hardware issue
- Software issue
- Communications issue
- Log on issue
- Log on card issue
- Printer issue
- Battery issue
- Cradle/power issue
- Other HHD issue

Retail Portal Issue**Reports Issue**Select **[Complaint]****Feedback, Suggestion or
General Enquiry**Select **[General Enquiry]**

4

If you have two (2) or more myki outlet under the same RetailPortal log in, click on the magnifying glass beside the **[Service Location]**, press **[Search]** in the pop up window and select the applicable **[Location ID]**.

Note: To refine your search options, type the store name (full or partial) in the **[Service Location Name]** field of the pop up window before pressing **[Search]**.

5

Select the required
SR category from the
[Category]
dropdown

Category

- Card Related
- Data Related
- Device Related
- Finance - Billing
- Finance - General**
- Finance - Settlements
- Operator Training Environment
- Order New Device or Part
- Other
- Reports
- Stakeholder Management
- System/Network
- Transfer Device or Part

If	Then
Lost/Stolen Supervisor Card	
Lost/Stolen Sales Clerk Card	
Lost/Stolen myki Cards	Select [Card Related]
HHD Issue	
– Hardware	
– Software	
– Communications	
– Log on	
– Card Reader	
– Printer	
– Battery	
– Cradle/power supply	
– Vandalism/damage	
– Other HHD issue	Select [Device Related]
General Billing Enquiry	Select [Finance – Billing]
General Financial Enquiry	Select [Finance – General]
Disputed Settlement Claim or Direct Debit	Select [Finance – Settlements]
Complaint	
Feedback	
Suggestion	
General Enquiry	Select [Other]
Reporting Issue	Select [Reports]

Note: Additional items displayed in the [Category] field are not used by retail outlets.

6

In the **[Assigned to BU]** field select the **[OpCo]** button and from the drop down box select **[NTS Operator HelpDesk]**

Warning! Never select **[TopCo]** as the **[Business Unit]**.

7

Enter the subject details in the **[Subject]** field

Note: If reporting an error on the HHD, record the exact error as displayed on the HHD touch screen (usually in **red**) in this field. For all other SR's, enter a brief overview of the issue in the **[Subject]** field.

8

Enter the SR description in the **[Description]** field

Note: If reporting an error on the HHD, this is a description of what you were doing on the HHD when the error occurred and what (if any) troubleshooting you have tried to correct the issue. For all other SR's, enter as much information as possible.

9

If you would like to attach supporting documentation (i.e. reports, receipts etc), press **[Browse...]** and locate the electronic files

Supporting Document

Browse...

10

Press **[Submit]** to submit the SR

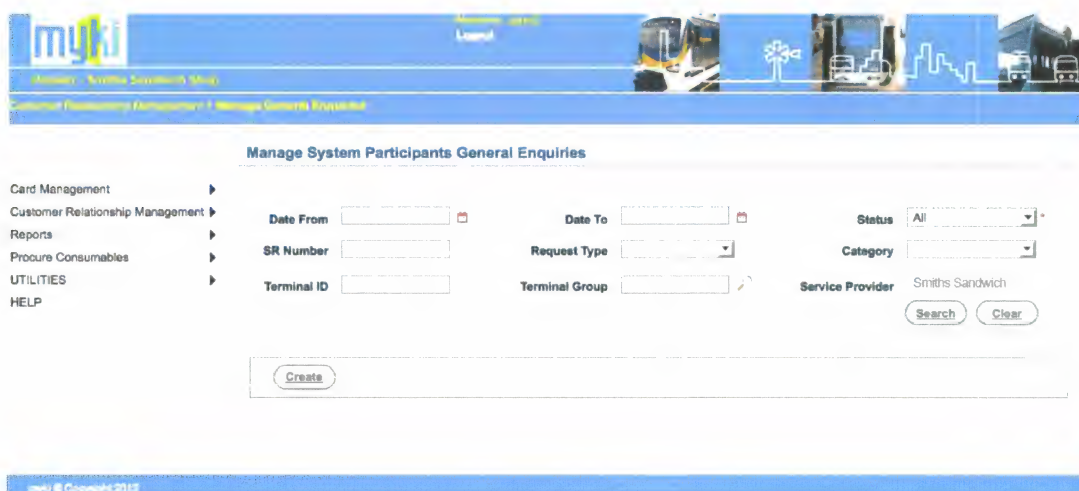
End of procedure.

View or update service request

The Manage System Participants General Enquiries screen is used to search and view previously submitted SR's.

This function allows you to view the details recorded on a previously submitted SR, and where required, enter additional information.

Manage System Participant General Enquires screen:



The screenshot shows the 'Manage System Participants General Enquiries' screen. At the top, there is a blue header with the myki logo and navigation links. Below the header, there is a sidebar menu on the left with options: Card Management, Customer Relationship Management, Reports, Procure Consumables, UTILITIES, and HELP. The main content area contains search filters: Date From, Date To, Status (dropdown), SR Number, Request Type (dropdown), Category (dropdown), Terminal ID, Terminal Group, and Service Provider (Smiths Sandwich). There are Search and Clear buttons. At the bottom, there is a Create button.

Data Entry Fields:

Date From	Starting date
Date To	Ending date
Status	Status of request
SR Number	The unique Service Request number assigned to the SR
Request Type	A list of request types
Category	A list of categories
Terminal ID	Not used by retail outlets
Terminal Group	Not used by retail outlets
Service Provider	The retail outlet trading/company name
Search	Click to activate search
Clear	Click to clear all fields
Create	Click to create new SR

Procedure:

1

Select **Customer Relationship Management > Manage General Enquires**


Card Management ▶
 Customer Relationship Management ▶ **Manage General Enquires**
 Reports ▶
 Procure Consumables ▶
 UTILITIES ▶
 HELP

Alternatively, when you first log in to the Retail Portal, the screen automatically opens the Manage System Participant General Enquires screen

2

Press the calendar icon on the **[Date From]** field and select the required start date (if unknown, leave blank)

Date From



July, 2011						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: July 28, 2011

3

Press the calendar icon on the **[Date To]** field and select the required end date (if unknown, leave blank)

Date To



July, 2011						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: July 28, 2011

4

Select the status from the **[Status]** dropdown (if unknown, leave blank)

Status

New
Open
Pending Action
Addl. Info Required
Completed
Closed
Reopen

5

Enter the request number in the **[SR Number]** field (if unknown, leave blank)

SR Number

6

Select the service request type from the **[Request Type]** dropdown (if unknown, leave blank)

Request Type

Terminal Group

General Enquiry
Complaint

7

Select the request category type from the **[Category]** dropdown (if unknown, leave blank)

Category

Service Provider

Card Related
Data Related
Device Related
Finance - Billing
Finance - General
Finance - Settlements
Operator Training Environment
Order New Device or Part
Other
Reports
Stakeholder Management
System/Network
Transfer Device or Part

8

Press **[Search]**

9

Select the required SR by clicking the circle to the left of the **[SR Number]** field

Manage System Participants General Enquiries

Card Management
Customer Relationship Management
Reports
Procure Consumables
UTILITIES
HELP

Date From: [] Date To: [] Status: All
SR Number: [] Request Type: General Enquiry Category: []
Terminal ID: [] Terminal Group: [] Service Provider: Smiths Sandwich

Search Clear

Displaying 1-2 of 2 Records Results per page: 10 20 50 100

SR Number	SR Date	Subject	Category	Status	Related by
<input checked="" type="radio"/> 408937_322	12/09/2012	Card replacement detail report not work.	Reports	Open	Dysonz
<input type="radio"/> 364435_322	10/09/2012	test	Other	Closed	TTA_Retail

Create Print View/Update

10

Press **[View/Update]** to view the SR details

System Participants General Enquiries - View/Update 617307_321 - 24/07/2012

Card Management
Customer Relationship Management
Reports
Procure Consumables
UTILITIES
HELP

Request Type: Complaint Status: COMPLETED
Service Provider: Smiths Sandwich Service Location: []
Originating business unit: [] Category: Device Related
Subject: Battery Replacement
Description: GlynnA: 24/07/2012: The device will not start up. Back up battery requires replacement.

Terminal ID: [] Terminal Group: []
Device ID: []

Report ID: []
Report Period From: [] Report Period To: 24/07/2012
Comments: GlynnA: 24/07/2012: The device will not start up. Back up battery requires replacement.

Add Comments: []

Supporting Document: [Browse] No Supporting Document exist.

Resolution: 20120725 125530 Call scheduled for 2012-07-25 06:00 HI Amex Helpdesk. Please arrange Tech attendance for tomorrow - TTA at L36 55 Collins St. This has been logged under Service Type: Special in the Amex CM System as Site not available in the list. Thanks, Regards, Nicholas MangalaNTS Operator Helpdesk1800 687 000KAMCO:NTSOperatorHelpdesk@Keene.com/Keene Australia Melbourne Production Dept 1 HR and I.T. 8738 Braemar, Frankston/Melbourne 3199 3199 & 3199

Print Submit Cancel



To add additional information (if required), enter further details in the **[Add Comments]** field and press **[Submit]**

End of procedure.



Reports

Overview

The Reports function in the Retail Portal allows you to access the following reports:

- Sales Transaction List Report.
- Sales Transaction Summary Report.
- Daily Settlement Report.
- Recipient Created Tax Invoice.



Sales transaction list report

The Sales Transaction List Report lists all transactions in detail. Where required, it also allows you to drill down into the details of transactions. This report can be used to evaluate sales activities at the shift/staff/device level, and includes:

- Transaction type (i.e. card sale).
- Product type sold (i.e. myki pass).
- Card unique identifiers (i.e. card no).
- Method of payment used (i.e cash).
- Payment amount.

Sales Transaction List screen:

Report Run Date & Time: 31/05/2011 11:00:39 AM													Page: 1 of 1		
													Operator: JohnS		
Report ID: TBD			SALES TRANSACTION LIST												
Start Date		2/01/2011 02:00:00 AM						End Date		3/01/2011 02:00:00 AM					
Participant		Smiths Sandwich Shop						Service Type		ALL					
Coverage		ALL						Service Location		ALL					
Vehicle Number		ALL						Device ID		ALL					
Staff ID		ALL						Shift ID		ALL					
Transaction Type		ALL						Payment Type		ALL					
Product Type		ALL						Fareclass		Economy					
Terminal Id		ALL													
Business Date:		02/01/2011													
Location:		Smiths Sandwich Shop													
Staff ID:		3													
Device ID:		13900604													
Transaction Time Stamp	Settlement Date	Transaction Type	Media Type	CSN	Card UID	Product Type	Origin	Destination	Travel Class	Payment Method	Payment Reference	Transaction Value			
02/01/2011 10:59:54	2/01/2011	Fare Product Sale	DESFire	2097743	04373801FB1E80	myki pass	Zone 2	Zone 2	Economy	Credit Card	N/A	\$67.20			
02/01/2011	2/01/2011	Add Value	DESFire	1688545	04351119F12480	NA	N/A	N/A	Economy	Credit Card	N/A	\$30.00			
02/01/2011	2/01/2011	Add Value	DESFire	1692474	041723E9F02480	NA	N/A	N/A	Economy	Credit Card	N/A	\$30.00			
02/01/2011	2/01/2011	Add Value	DESFire	2470221	043B4FC9681C80	NA	N/A	N/A	Economy	Credit Card	N/A	\$15.00			
02/01/2011	2/01/2011	Add Value	DESFire	2535594	045838E9681C80	NA	N/A	N/A	Economy	Cash	N/A	\$5.00			
02/01/2011	2/01/2011	Add Value	DESFire	1885376	04342B420A1C80	NA	N/A	N/A	Economy	Cash	N/A	\$30.00			
02/01/2011	2/01/2011	Add Value	DESFire	1628194	04304309BE2280	NA	N/A	N/A	Economy	Credit Card	N/A	\$20.00			
02/01/2011	2/01/2011	Add Value	DESFire	2361490	04632559EF1E80	NA	N/A	N/A	Economy	Credit Card	N/A	\$20.00			
Total No of Transactions for Device ID- 13900604 :8									Total value of Transactions:		\$217.20				
Total No of Transactions for Staff ID -3 : 8									Total value of Transactions:		\$217.20				
Total No of Transactions for Location -Smiths Sandwich Shop: 8									Total value of Transactions:		\$217.20				
Total No of Transactions for Business Date -02/01/2011: 8									Total value of Transactions:		\$217.20				
End of Report															

Note: The information contained within this report is only as accurate as the Operator processing the transaction on the HHD. For example – if an Operator incorrectly selects [EFT] as a payment type on the HHD instead of [Cash], the transaction will be listed on the Sales Transaction List report as an EFT transaction.

Report Fields:

Business Date	Date of report.
Location	Location of sales.
Vehicle	Not used by retail outlets.
Operator	Staff member printing the report.
Staff ID	Sales clerk card used to log on HHD shift.
Device ID	Identification number of the HHD.
Transaction Time Stamp	Date and time of the transaction.
Transaction Type	Type of transaction (i.e. Fare Product/Card Sale/Add Value).
Media Type	Card Type (where DESFire = myki).
CSN	Card serial number.
Card UID	Card unique identifier number.
Product Type	Type of product sold.
Origin	Start zone of travel.
Destination	End zone of travel.
Travel Class	Applicable for V/Line only.
Payment Method	Payment method used for transaction.
Payment Reference	Not used by retail outlets.
Transaction Value	Amount paid.

Procedure:

1 Select **Reports > Finance > Sales Transaction List**



The screenshot shows a blue sidebar menu on the left with the following items: Card Management, Customer Relationship Management, Reports, Procure Consumables, UTILITIES, and HELP. The 'Reports' item is expanded, showing a sub-menu with Recipient Created Tax Invoice, Finance, and Sales Transaction Summary. The 'Finance' item is further expanded, showing a sub-menu with Sales Transaction List (highlighted in blue) and Daily Settlement.

2

Press the calendar icon on the **[Start Date]** field and select the required start date

*Start Date

27/07/2011 10:52:52 PM



July 2011						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today is Thursday, 28 July 2011

3

Press the calendar icon on the **[End Date]** field and select the required end date

*End Date

28/07/2011 10:52:52 PM



July 2011						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today is Thursday, 28 July 2011

4

Select **[All]** from the **[Service Type]** dropdown

*SERVICE TYPE

ALL

<Select a Value>

ALL

5

Select **[All]** from the **[Coverage]** dropdown

COVERAGE

ALL

<Select a Value>

ALL

Regional

Suburban

6

Select the retail outlet location from the **[Service Location]** dropdown

SERVICE LOCATION

☒ Smiths Sandwich Shop

Note: If you only have one myki Retail Outlet, this dropdown will default to your location. If you have more than one myki Retail Outlet, you can use this drop down to select the specific location for which you require the report.

7

Tick the **[Null]** check box below the **[Vehicle No]** field

VEHICLE NO

☒ NULL

8

Select the required transaction type in the **[Transaction Type]** dropdown (if unknown, select all)

TRANSACTION TYPE

Add Value, Autoload Settlement Fee

☒ (Select All)
☒ Add Value
☒ Autoload Settlement Fee
☒ Cancel Add Value
☒ Cancel Card Issuance Fee
☒ Cancel Card Sale
☒ Cancel Fare Product Sale
☒ Cancel Non Transit Sale

9

Enter the device number in the **[Device]** field or, if no device number, tick the **[Null]** checkbox

DEVICE

☒ NULL

10

Enter the staff ID in the **[Staff ID]** field or, if no staff ID, tick the **[Null]** checkbox

STAFF ID

☒ NULL



11

Enter the shift ID in the [Shift ID] field or, if no shift ID, tick the [Null] checkbox

SHIFT ID

☒ NULL

12

Select the required payment type from the [Payment Type] dropdown (if unknown, select all)

PAYMENT TYPE

ATM Card, Autoload, Call Center, C

☒ (Select All)
☒ ATM Card
☒ Autoload
☒ Call Center
☒ Cash
☒ Cheque
☒ Credit Card
☒ Deposit

13

Select the required product type from the [Product Type] dropdown (if unknown, select all)

PRODUCT TYPE

2 hour, 2 hour, 2 hour, 2 hour, 2 ho

☒ (Select All)
☒ 2 hour
☒ 2 hour
☒ 2 hour
☒ 2 hour
☒ 2 hour off-peak
☒ 2 hour off-peak
☒ Add Value Fare

14

Select [Economy] in the [Fare Class] dropdown

FARE CLASS

<Select a Value>
<Select a Value>
Economy
First Class

15

Enter the terminal ID in the **[Terminal ID]** field or, if no terminal ID, tick the **[Null]** checkbox

TERMINAL
ID

☒ NULL

16

Press **[View Report]** to display the report on the screen

End of procedure.



Sales transaction summary report

The Sales Transaction Summary Report provides an overview of the previous days transactions by product type and payment type. Unlike the Sales Transaction List Report, it does not go to the individual transaction level.

This report can be used to evaluate sales activities, and includes:

- Transaction type (i.e. card sale).
- Product type sold (i.e. myki pass).
- Fare type (i.e. full fare, concession).
- Method of payment used (i.e cash).

Sales Transaction Summary screen:

Report Run Date & Time: 31/05/2011 11:49:50 AM

Page: 1 of 1

Operator: JohnS

Report ID: TBD

SALES TRANSACTION SUMMARY

Start Date	2/01/2011 02:00:00 AM	End Date	3/01/2011 02:00:00 AM
Participant	Smiths Sandwich	Network Type	ALL
Coverage	ALL	Service Location	ALL
Vehicle Number	ALL	Device Type	ALL
Device	ALL	Staff ID	ALL
Shift ID	ALL	Transaction Type	ALL
Payment Type	ALL	Product Type	ALL
Fare Type	ALL	Fare Class	ALL
Day Of The Week	ALL	Terminal Id	ALL

Location Group	Smiths Sandwich Shop
Vehicle	Smiths Sandwich Shop
Location Sub Group	TGL_04120
Device Type	HHDP
Device	13900604

Settlement	Shift Id	Staff Id	Transaction type	Product Type	Fare Type	Fare Class	Payment Type	Quantity	Cost Of
2/01/2011	84	3	Add Value	NA	Default Full Fare	Economy	Credit Card	1	\$15.00
2/01/2011	84	3	Add Value	NA	Victorian Seniors	Economy	Credit Card	3	\$80.00
2/01/2011	84	3	Add Value	NA	Default Full Fare	Economy	Cash	1	\$30.00
2/01/2011	84	3	Add Value	NA	PCC - Disability	Economy	Cash	1	\$5.00
2/01/2011	84	3	Add Value	NA	Full Fare	Economy	Credit Card	1	\$20.00
2/01/2011	84	3	Fare Product Sale	myki pass	Default Full Fare	Economy	Credit Card	1	\$67.20
Total For Transit sale(Including Sales and Cancel Sales)								8	\$217.20
Total For Non Transit sale (Including Sales and Cancel Sales)								0	\$0.00
Total For Device HHDP								8	\$217.20

End of Report

Report Fields:

Service Location	Location of sales.
Device Type	Type of device.
Device	Name of device.
Settlement	Date of settlement.
Shift ID	Shift number.
Staff ID	Sales clerk card used to log on HHD shift.
Transaction Type	Type of transaction.
Product Type	Type of product sold.
Fare Type	Type of fare.
Fare Class	Applicable for V/Line only.
Payment Type	Payment method used for transaction.
Quantity	Number of transactions.
Cost Of	Total cost of transactions.

Procedure:

1

Select **Reports > Finance > Sales Transaction List**

Card Management	▶	
Customer Relationship Management	▶	
Reports	▶	Recipient Created Tax Invoice
Procure Consumables	▶	Finance ▶ Sales Transaction Summary
UTILITIES	▶	Sales Transaction List
HELP		Daily Settlement

2

Press the calendar icon on the **[Start Date]** field and select the required start date

*Start Date

27/07/2011 10:52:52 PM



July 2011						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today is Thursday, 28 July 2011

3

Press the calendar icon on the **[End Date]** field and select the required end date

*End Date

28/07/2011 10:52:52 PM



July 2011						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today is Thursday, 28 July 2011

4

Select **[All]** from the **[Network Type]** dropdown

Network Type

<Select a Value>
 ALL

5

Select **[All]** from the **[Coverage]** dropdown

COVERAGE

<Select a Value>
 ALL
 Regional
 Suburban

6

Select the retail outlet location from the **[Service Location]** dropdown

SERVICE LOCATION

Note: If you only have one myki Retail Outlet, this dropdown will default to your location. If you have more than one myki Retail Outlet, you can use this drop down to select the specific location for which you require the report.

7

Tick the **[Null]** check box below the **[Vehicle No]** field

VEHICLE NO

☒ NULL

8

Select the device type from the **[Device Type]** field (if unknown, select all)

Device Type

AVM/CVM-m, AVM/CVM-s, BDC, CC

- ☒ (Select All)
- ☒ AVM/CVM-m
- ☒ AVM/CVM-s
- ☒ BDC
- ☒ CCADevice
- ☒ DC
- ☒ DCMC
- ☒ FOK

9

Enter the device number in the **[Device]** field or, if no device number, tick the **[Null]** checkbox

DEVICE

☒ NULL

10

Enter the staff ID in the **[Staff ID]** field or, if no staff ID, tick the **[Null]** checkbox

STAFF ID

☒ NULL


11

Enter the shift ID in the **[Shift ID]** field or, if no shift ID, tick the **[Null]** checkbox

SHIFT ID

☒ NULL

12

Select the required transaction type from the **[Transaction Type]** dropdown (if unknown, select all)

Transaction Type

Add Value, Autoload Settlement Fee 

- ☒ (Select All)
- ☒ Add Value
- ☒ Autoload Settlement Fee
- ☒ Cancel Add Value
- ☒ Cancel Card Issuance Fee
- ☒ Cancel Card Sale
- ☒ Cancel Fare Product Sale
- ☒ Cancel Non Transit Sale

13

Select the required payment type from the **[Payment Type]** dropdown (if unknown, select all)

PAYMENT TYPE

ATM Card, Autoload, Call Center, Co 

- ☒ (Select All)
- ☒ ATM Card
- ☒ Autoload
- ☒ Call Center
- ☒ Cash
- ☒ Cheque
- ☒ Credit Card
- ☒ Deposit

14

Select the required product type from the **[Product Type]** dropdown (if unknown, select all)

PRODUCT TYPE

2 hour, 2 hour, 2 hour, 2 hour, 2 ho 

- ☒ (Select All)
- ☒ 2 hour
- ☒ 2 hour
- ☒ 2 hour
- ☒ 2 hour
- ☒ 2 hour off-peak
- ☒ 2 hour off-peak
- ☒ Add Value Fee

15

Select the required fare type from the **[Fare Type]** dropdown (if unknown, select all)

FARE TYPE

Access Travel Pass (ATP), Australia

- ☒ (Select All)
- ☒ Access Travel Pass (ATP)
- ☒ Australian (Interstate) Seniors Car
- ☒ Australian Pension Concession C:
- ☒ Bus drivers (Regional and Metrop
- ☒ Charitable Organisation(CO)
- ☒ Child Concession 4 yrs to <= 16yr
- ☒ Commuter Club

16

Select **[All]** from the **[Fare Class]** dropdown

FareClass

- ALL
- <Select a Value>
- ALL
- ECONOMY
- FIRST CLASS

17

Select the required day from the **[Day Of The Week]** dropdown (if unknown, select all)

Day Of The Week

- ALL
- <Select a Value>
- ALL
- SUNDAY
- MONDAY
- TUESDAY
- WEDNESDAY
- THURSDAY
- FRIDAY
- SATURDAY

18

Enter the terminal ID in the **[Terminal ID]** field or, if no terminal ID, tick the **[Null]** checkbox

TERMINAL ID

☒ NULL

19

Press **[View Report]** to display the report on the screen

End of procedure.

Daily settlement report

The Daily Settlement Report lists all transactions settled on the settlement date.

The Final Settlement Amount listed on this report will be the amount direct debited (or swept) from the retail outlets nominated bank account after 4pm on the business day following the Settlement Date (e.g. Settlement Date = 03/01, Direct Debit scheduled for 4pm 04/01).

Daily Settlement Report screen:

Report Run Date & Time: 31/05/2011 2:05:42 PM

Page:1 of 1

Operator: JohnS

FMR002

DAILY SETTLEMENT REPORT

Settlement Date: 3/01/2011

Server Provider: Smith Sandwich Shop

Service Provider: Smith Sandwich Shop

Business date: 03/01/2011

Days Transactions	Count	Amount	GST	Total Amount
Cancel Add Value-Cash	0	\$0.00	\$0.00	\$0.00
Cancel Add Value-Credit Card	0	\$0.00	\$0.00	\$0.00
Cancel Fare Product Sale-Cash-myki pass	0	\$0.00	\$0.00	\$0.00
Cancel Fare Product Sale-Credit Card-myki pass	0	\$0.00	\$0.00	\$0.00
Total for Credit Transaction	0	\$0.00	\$0.00	\$0.00
Add Value-Cash	7	\$77.90	\$0.00	\$77.90
Add Value-Credit Card	32	\$815.00	\$0.00	\$815.00
Card Sale-Cash	0	\$0.00	\$0.00	\$0.00
Card Sale-Credit Card	0	\$0.00	\$0.00	\$0.00
Fare Product Sale-Cash-myki pass	1	\$151.64	\$15.16	\$166.80
Fare Product Sale-Credit Card-myki pass	0	\$0.00	\$0.00	\$0.00
Total for Debit Transactions	40	\$1,044.54	\$15.16	\$1,059.70
Cancel Card Sale-Cash	0	\$0.00	\$0.00	\$0.00
Cancel Card Sale-Credit Card	0	\$0.00	\$0.00	\$0.00
Total for Other Transaction	0	\$0.00	\$0.00	\$0.00
Transaction for Settlement Date: 3/01/2011				
Total Transactions Processed	40	\$1,044.54	\$15.16	\$1,059.70
Total Transactions to be Settled	40	\$1,044.54	\$15.16	\$1,059.70
Fees				
Commission:		\$38.53	\$3.85	\$42.39
Settlement Claim Fee:		\$0.00	-\$0.00	-\$0.00
Total Fees		\$38.53	\$3.85	\$42.39
Claims				
Approved Claims		\$0.00	-\$0.00	-\$0.00
Adjustments				
Final Settlement Amount		\$1,006.01	\$11.31	\$1,017.31

Note: This is a sample report highlighting only those transactions types applicable to a retail outlet.

Report Fields:

Settlement Date	The date of the daily settlement.
Service Provider	Retail outlet name.
Business Date	The trading date.
Days Transactions	Type of transaction, broken down by payment type and product.
Count	Number of transactions for that transaction type.
Amount	Amount pre-GST for that transaction type.
GST	Amount of GST charged for that transaction type (add value (i.e. myki money) transactions do not have a GST component at the point of sale – the GST is applied to the fare calculated as a result of the touch on/touch off).
Total Amount	Amount post-GST for that transaction type.
Total for Credit Transactions	Total of reversed myki money and myki pass transactions.
Total for Debit Transactions	Total of myki money, myki pass and new myki card sales.
Total for Other Transactions	Total of reversed new myki card sales transactions.
Total Transactions Processed	The sum of Total for Credit Transactions, Total for Debit Transactions and Total for Other Transactions.
Total Transactions to be Settled	Equal to the Total Transactions Processed.
Fees	The sum of Commission and Settlement Claim Fees.
Claims	The total approved Settlement Claims.
Adjustment	The total approved financial adjustment undertaken to the Settlement Report period.
Final Settlement Amount	The Total Transactions to be Settled – Total Fees + Claims (i.e. the direct debit amount).



Procedure:

1

Select **Reports > Finance > Daily Settlement**

Card Management ▶
 Customer Relationship Management ▶
 Reports ▶ Recipient Created Tax Invoice
 Procure Consumables ▶ Finance ▶ Sales Transaction Summary
 UTILITIES ▶ Sales Transaction List
 HELP ▶ Daily Settlement

2

Press the calendar icon on the **[Settlement Date]** field and select the required settlement date

*SETTLEMENT DATE 27/07/2011



July 2011						
S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today is Thursday, 28 July 2011

3

Press **[View Report]** to display the report on the screen

End of procedure.

Recipient created tax invoice

The Recipient Created Tax Invoice allows a retail outlet to generate their own GST invoice.

This report is available on a calendar month basis and provides the total value of commissions paid to the retail outlet, both GST inclusive and GST exclusive.

Recipient Created Tax Invoice screen:


Report Run Date & Time: 31/05/2011 3:16:21 PM

Page: 1 of 1

Operator: JohnS

FMR004

RECIPIENT CREATED TAX INVOICE



Transport Ticketing Authority
ABN 735 9524 2024

For NTS enquiries,
please raise a service
request through the online
portal.

Invoice to :
Smiths Sandwich Shop

ABN 12345678901

Date of Issue: 31/05/11
Invoice Period: 01/01/2011 to 31/01/2011
Invoice Number: 6000-20111

Values in AU\$

	Total (excl.GST)	GST	Total (incl. GST)
Myki Functions			
CARD VALUE COMMISSION	\$0.00	\$0.00	\$0.00
ADD VALUE COMMISSION	\$471.95	\$47.19	\$519.14
PRODUCT SALE COMMISSION	\$203.43	\$20.34	\$223.77
End of Report			

Note: This is a sample report highlighting only those transactions types applicable to a retail outlet.

Report Fields:

myki Functions	Sales tasks undertaken to earn commission.
Total (excl GST)	The total amount of each myki Function, calculated before GST is applied.
GST	Amount of GST charged on the transactions.
Total (incl GST)	Amount post-GST for the transactions.



Procedure:

1

Select **Reports > Recipient Created Tax Invoice**

Card Management ▶
Customer Relationship Management ▶
Reports ▶ **Recipient Created Tax Invoice**
Procure Consumables ▶ Finance ▶
UTILITIES ▶
HELP

2

Select the required month from the
[Invoice Month] dropdown

INVOICE MONTH

JUNE

<Select a Value>

JANUARY
FEBRUARY
MARCH
APRIL
MAY
JUNE
JULY
AUGUST
SEPTEMBER
OCTOBER
NOVEMBER
DECEMBER

3

Select the required year from the
[Invoice Year] dropdown

INVOICE YEAR

2011

<Select a Value>

2008
2009
2010
2011
2012
2013
2014
2015
2016
2017

4

Press **[View Report]** to display the report on the screen

End of procedure.

Navigating and printing reports

When viewed on the screen, each of the Retail Portal reports contain a number of functions that allow you to easily navigate the report.

These functions include:

- Scrolling through multiple pages.
- Increasing or decreasing the zoom level.
- Searching for specific information.

In addition, the report may be exported to a file, and then saved or printed as a hard copy.

The file types available for export are:

- XML file with report data.
- CSV (comma delimited) file.
- TIFF file.
- Acrobat (PDF) file.
- Web archive.
- Excel.

Acrobat (PDF) file and Excel are the most common file types; however, you will need to have these programs installed on your computer to export to these formats.

Procedure:

1

Is the report displayed over multiple pages?

If **Yes**

Use the scrolling arrows to scroll backwards and forwards

⏮ ⏪ 1 of 1 ⏩ ⏭

If **No**

Go to step 2

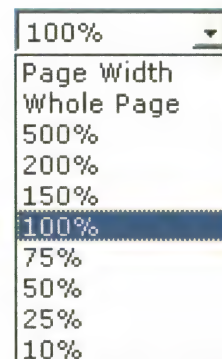


2

Do you need to view the report in larger or smaller text?

If **Yes**

Select the required percentage from the zoom level dropdown



If **No**

Go to step 3

3

Do you need to search or find for specific information?

If **Yes**

Then Enter the required information in the blank search field and select **[Find]**



To continuing searching, select **[Next]**

If **No**

Go to step 4

4

Do you need to save or print the report?

If **Yes**

Select the required format from the **[Select a format]** dropdown ('Acrobat (PDF) File' or 'Excel' are the most commonly used formats)

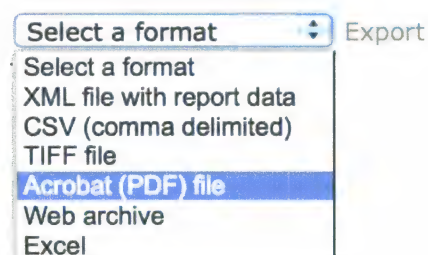
Select **[Export]**

Once the export file opens, select save or print

If **No**

End

Note: Although a printer icon is displayed on the report screen, it does not currently work as designed.



End of procedure.

Procure Consumables

Overview

The Procure Consumables function in the Retail Portal allows you to place orders for the following items:

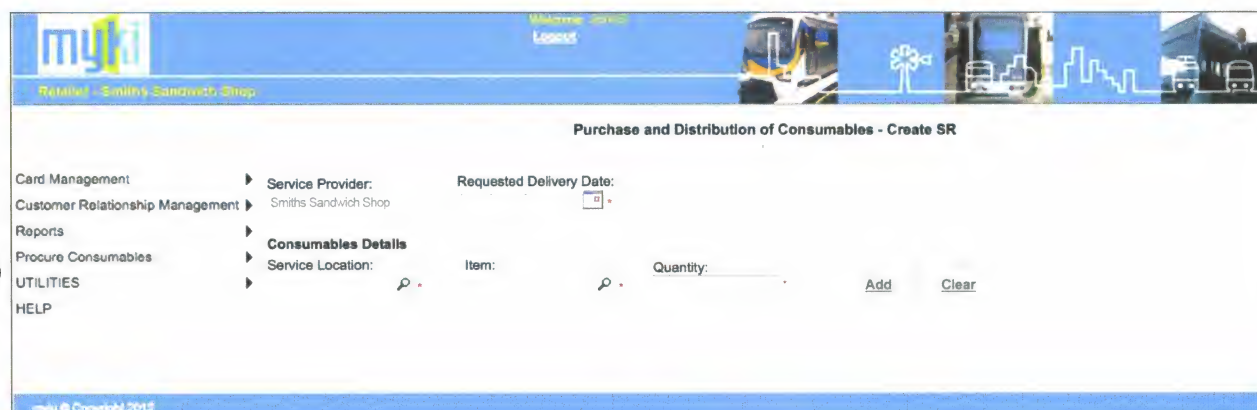
- HHD thermal printer paper rolls.
- myki Auto Top Up Forms.
- myki Refund and Reimbursement Forms.
- myki Registration Forms.
- myki Replacement Forms.



Place consumables service request

The Purchase and Distribution of Consumables – Create SR screen contains a number of fields, all of which must be completed to add consumable items to your order.

Purchase and Distribution of Consumables – Create SR screen:



Data Fields:

Service Provider	Retail outlet name (inserts into the field automatically)
Requested Delivery	DatePreferred date for items to be delivered (request cannot be guaranteed)
Service Location	Retail outlet location
Item	The item to be delivered
Quantity	The number of items
Add	Click to add to the order
Clear	Click to clear all fields

Procedure:

1

Select **Procure Consumables > Place Service Request**

- Card Management
- Customer Relationship Management
- Reports
- Procure Consumables
- UTILITIES
- HELP

- ▶
- ▶
- ▶
- ▶ **Place Service Request**
- ▶ View Service Requests

2

Press the calendar icon on the **[Requested Delivery Date]** field and select the required deliver date

Note: The delivery date requested cannot be guaranteed

Requested Delivery Date:



July, 2011						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today: July 28, 2011

3

Press the magnifying glass on the **[Service Location]** field

Service Location:



4

In the Service Locations window, press **[Search]** to display applicable locations

Service Locations

http://203.36.134.225/NTSMaintenanceProvider/OperatorPortal/ServiceLocations.aspx?ClientID=cti00_c

Service Locations

Location Id:

Name:

Search

Done

5

In the Service Locations window, select the appropriate **[Location ID]**

Only those locations specific to the users log in will appear.

Note: If using Mozilla Firefox as your web browser, after completing this step the **[Location ID]** selected does not populate the **[Service Location]** field. To rectify this, simply click on any menu option to the left. You must do this or an error will occur at Step 9.

Service Locations

http://203.36.134.225/NTSMaintenanceProvider/OperatorPortal/ServiceLocations.aspx?ClientID=ct100_6

Service Locations

Location Id: _____ Name: _____ **Search**

<u>Location ID</u>	<u>Service Location Name</u>
<u>1362</u>	Smiths Sandwich Shop

Done

6

Press the magnifying glass on the **[Item]** field

Item:



7

In the Item Codes window, select the appropriate **[Code]** for the item required

Item Codes

http://203.36.134.225/NTSMaintenanceProvider/OperatorPortal/ItemCodes.aspx?ClientID=ctl00_ContentPlaceholder1_txt1

Code	Name	MinQty	MaxQty
KC0011	HHD Thermal Roll HHDROLL	10	65
KC0081	myki Auto Top Up Form (Metro)	10	100
KC0083	myki Refund and Reimbursement form 25 (Metro)	25	100
KC0086	myki Registration form (Metro)	50	200
KC0082	myki Replacement form (Metro)	25	100

Done

The products available to order are as follows:

HHD Supplies:

- HHD Thermal Printer Paper Roll

Forms:

- myki Auto Top Up Form
- myki Refund and Reimbursement Form
- myki Registration Form
- myki Replacement Form

Point of Sale:

- Counter Mat
- A4 Decal 'Top Up'
- A1 Poster 'Top Up'
- A2 Poster 'Top Up'

* All products subject to change.

8

Enter the required quantity in the **[Quantity]** field

Quantity: _____

20 *

Note: The minimum and maximum order quantities are displayed in the Item Codes window.

9

Press **[Add]** to add the item to the order

10

Do you need additional items on the order?

If **Yes**

Repeat steps 6 to 9

If **No**

Go to step 11

11

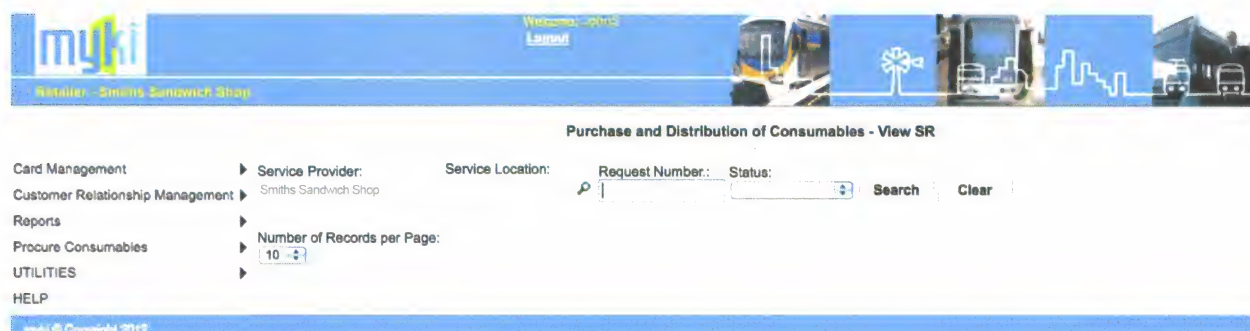
Press **[Submit]** to submit the order for delivery

End of procedure.

View consumables service request

The Purchase and Distribution of Consumables – View SR screen allows you to view all past consumable orders.

Purchase and Distribution of Consumables – View SR screen:



Data Fields:

Service Provider	Retail outlet name (inserts into the field automatically).
Service Location	Retail outlet location.
Request Number	The unique number assigned to the SR.
Status	Delivery status.
Search	Click to begin search.
Clear	Click to clear all fields.
Number of Records per page	The maximum number of claims to display per page.

Procedure:

1 Select **Procure Consumables > View Service Request**

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Procure Consumables ▶ Place Service Request
- UTILITIES ▶ View Service Requests
- HELP

2 Press the magnifying glass on the **[Service Location]** field

Service Location:



3 In the Service Locations window, press **[Search]** to display applicable locations

Service Locations

Location Id: Name: **Search**

Done

4 In the Service Locations window, select the appropriate **[Location ID]**

Only those locations specific to the users log in will appear.

Note: If using Mozilla Firefox as your web browser, after completing this step the **[Location ID]** selected does not populate the **[Service Location]** field. To rectify this, simply click on any menu option to the left. You must do this or an error will occur at Step 7.

Service Locations

Location Id: Name: **Search**

<u>Location ID</u>	<u>Service Location Name</u>
<u>1362</u>	Smiths Sandwich Shop

Done

5 Enter the SR number in the **[Request Number]** field (if unknown, leave blank)

Request Number.:

6

Select the required status from the **[Status]** dropdown
(if unknown, leave blank to view all)

Status:

In Progress
Waiting Internal
Approved
Error
Picked
Dispatched
Cancelled
Failure
Success
Closed

7

Press **[Search]** to view the consumable orders

Purchase and Distribution of Consumables - View SR

Service Provider:	Service Location:	Request Number.:	Status:		Search	Clear
Smiths Sandwich Sh	Smiths Sandwich Sh					

Number of Records per Page:

<u>Service Request #</u>	<u>SR Date</u>	<u>Reference ID</u>	<u>Service Provider</u>	<u>Service Location</u>	<u>Requested Delivery Date</u>	<u>Status</u>
401808_318	01/06/2011		Smiths Sandwich Shop	Smiths Sandwich Shop	03/06/2011	In progress
141295_317	31/08/2010	4511030	Smiths Sandwich Shop	Smiths Sandwich Shop	03/09/2010	Received Success
869714_217	14/05/2010	4482362	Smiths Sandwich Shop	Smiths Sandwich Shop	17/05/2010	Received Success

8

Do you need to sort the list of consumable orders?

If **Yes**

Select the required column heading to sort the list

If **No**

End

End of procedure.



Utilities

Overview

The Utilities function in the Retail Portal allows you to:

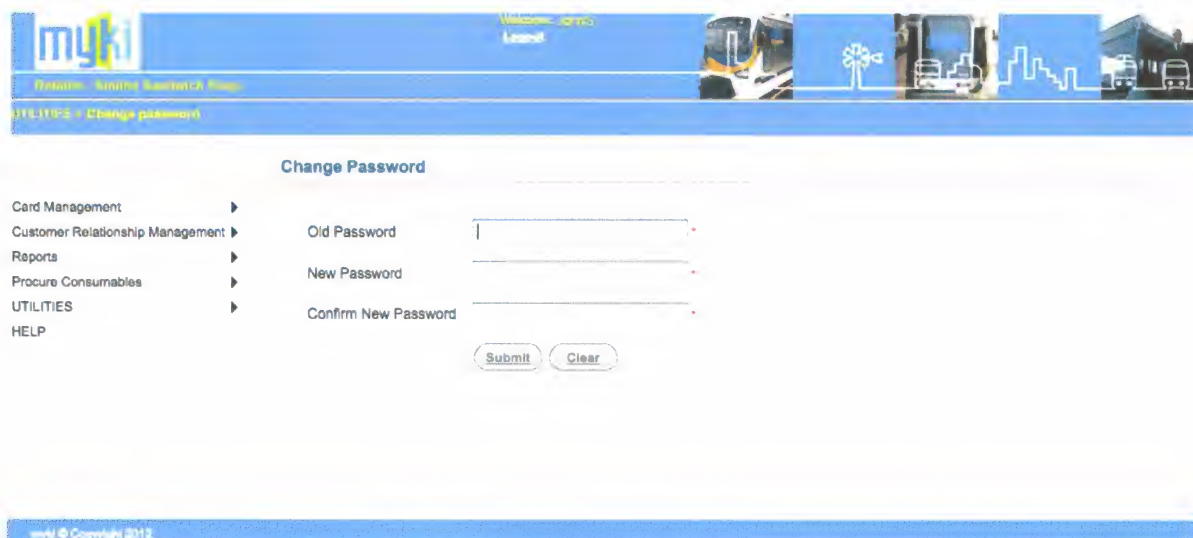
- Change your password
- Setup the Password Self Service

Change your Password

The Change Password screen allows you to manage your Retail Portal log in password and change it as required.

Please Note: The new password must be unique, and not one that has been used in the past.

Change Password screen:



The screenshot shows the myki web portal interface. At the top, there's a blue header with the myki logo and the tagline 'it's your key'. Below the header, there's a navigation bar with links like 'Home', 'About', 'Contact', 'Help', 'My Account', 'My Card', 'My Transactions', 'My Alerts', 'My Settings', 'My Profile', 'My Preferences', 'My Security', 'My Privacy', 'My Feedback', 'My Support', 'My News', 'My Events', 'My Offers', 'My Rewards', 'My Loyalty', 'My Mileage', 'My Points', 'My Status', 'My Rank', 'My Level', 'My Progress', 'My Achievements', 'My Badges', 'My Trophies', 'My Awards', 'My Honors', 'My Titles', 'My Awards', 'My Honors', 'My Titles', 'My Awards', 'My Honors', 'My Titles'. The main content area is titled 'Change Password' and contains three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. There are 'Submit' and 'Clear' buttons at the bottom. A sidebar on the left lists various menu items: Card Management, Customer Relationship Management, Reports, Procure Consumables, UTILITIES, and HELP. The footer shows 'myki © Copyright 2012'.

Data Fields:

Old Password	The password currently used to log in
New Password(*)	The new log in password
Confirm New Password(*)	The new log in password
Submit(*)	Click to submit the password change
Clear(*)	Click to clear all fields

Procedure:


1

Select **Utilities > Change Password**

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Procure Consumables ▶
- UTILITIES ▶ **Change password**
- HELP Setup Password Self Service

2

Enter the current password in the **[Old Password]** field



Change Password


Old Password

New Password

Confirm New Password

3

Enter the new password in the **[New Password]** field



Change Password

Old Password

New Password

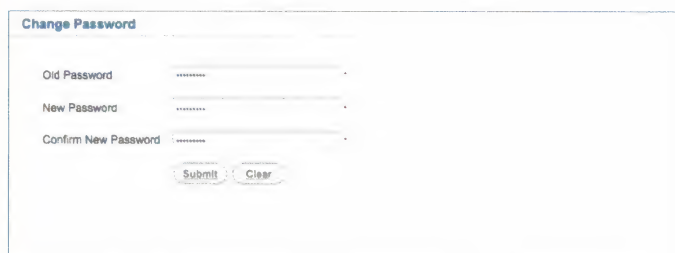
Confirm New Password



4

Enter the new password in the

[Confirm New Password] field



The form is titled "Change Password" and contains three input fields: "Old Password", "New Password", and "Confirm New Password". Each field has a password mask (dots). Below the fields are two buttons: "Submit" and "Clear".

5

Press **[Submit]** to submit the password change

End of procedure.

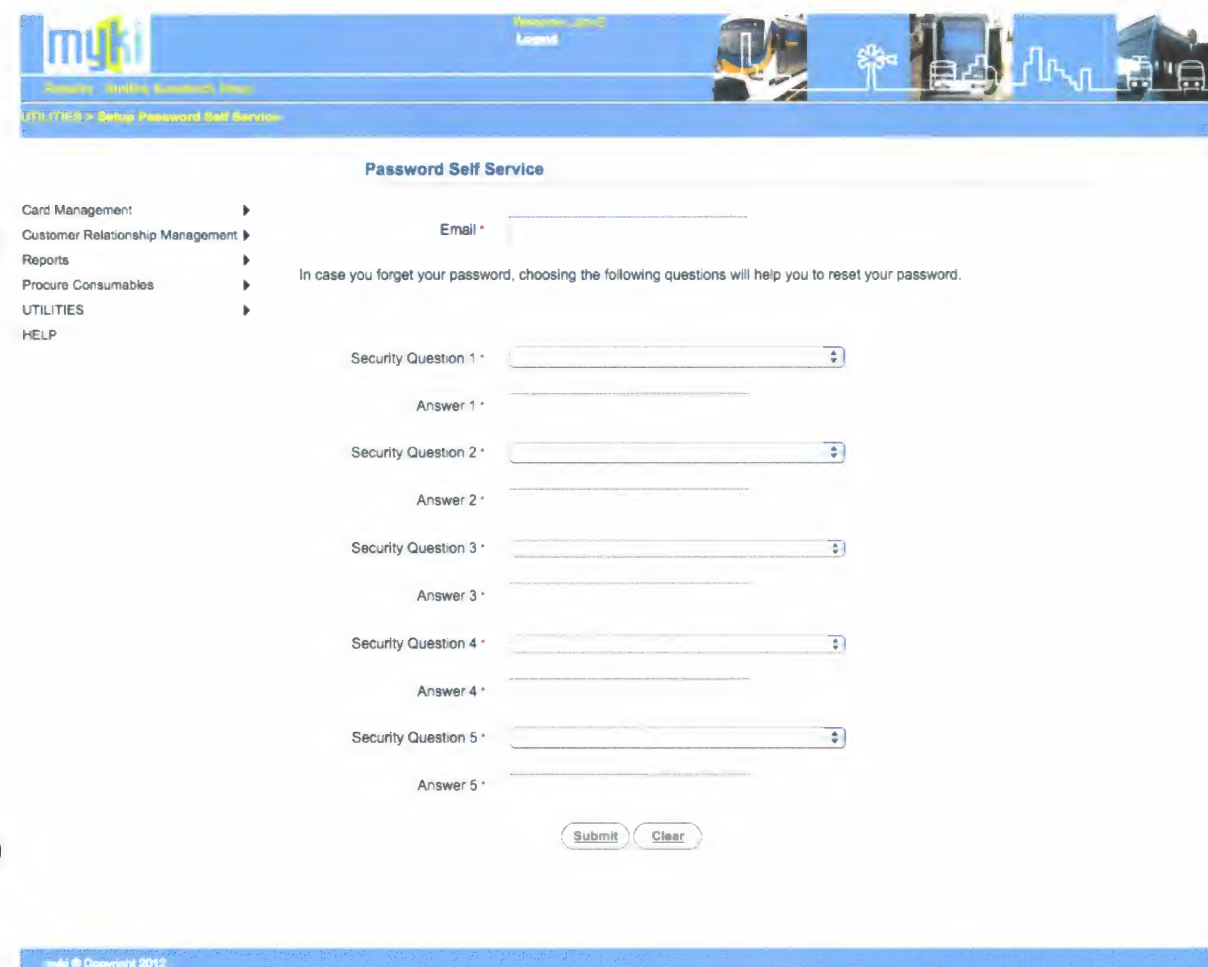


Password Self Service

The Password Self Service screen allows you to set up 5 security questions.

You are required to complete the Password Self Service if you wish to use the 'Forgot Password' function on the log on screen.

Password Self Service screen:



The screenshot shows the 'Password Self Service' screen. At the top, there is a banner with the myki logo, a 'Welcome, [Name]' message, and a 'Logout' link. Below the banner, there is a navigation menu on the left with links: Card Management, Customer Relationship Management, Reports, Procure Consumables, UTILITIES, and HELP. The main content area is titled 'Password Self Service' and contains a form. The form starts with an 'Email' field. Below it, a message states: 'In case you forget your password, choosing the following questions will help you to reset your password.' There are five sets of 'Security Question' and 'Answer' fields. At the bottom of the form, there are 'Submit' and 'Clear' buttons. The footer of the page shows 'myki © Copyright 2012'.

Data Fields:

E-mail(*)	The e-mail address where your password is to be sent
Security Question(*)	A question to which only you know the answer
Answer(*)	The secret answer to the Security Question
Submit(*)	Click to submit the password change
Clear(*)	Click to clear all fields

Procedure:

1

Select **Utilities > Setup Password Self Service**

Card Management ▶
Customer Relationship Management ▶ **Manage General Enquiries**
Reports ▶
Procure Consumables ▶
UTILITIES ▶
HELP

2

Enter your current password in the **[Confirm Password]** field

Password Self Service

Enter your Password to Continue.

Confirm Password *

3

Select **[OK]**

4

Enter the e-mail address to which you want your reset password sent in the **[Email]** field

Password Self Service

Email *

In case you forget your password, choosing the following questions will help you to reset your password.

Security Question 1 *

Answer 1 *

Security Question 2 *

Answer 2 *

Security Question 3 *

Answer 3 *

Security Question 4 *

Answer 4 *

Security Question 5 *

Answer 5 *



5

Select your preferred option from the **[Security Question 1]** dropdown

Password Self Service

Email * emailaddress@email.com

In case you forget your password, choosing the following questions will help you to reset your password.

Security Question 1 *

Answer 1 *

Security Question 2 *

Answer 2 *

Security Question 3 *

Answer 3 *

Security Question 4 *

Answer 4 *

Security Question 5 *

Answer 5 *

6

Enter your answer to the selected **[Security Question 1]** in the **[Answer 1]** field

Password Self Service

Email * emailaddress@email.com

In case you forget your password, choosing the following questions will help you to reset your password.

Security Question 1 *

Answer 1 *

Security Question 2 *

Answer 2 *

Security Question 3 *

Answer 3 *

Security Question 4 *

Answer 4 *

Security Question 5 *

Answer 5 *

7

Complete steps 5 & 6 again for all remaining Security Question and Answer fields.

Password Self Service

Email:

In case you forget your password, choosing the following questions will help you to reset your password.

Security Question 1:

Answer 1:

Security Question 2:

Answer 2:

Security Question 3:

Answer 3:

Security Question 4:

Answer 4:

Security Question 5:

Answer 5:

8

Press **[Submit]** to submit the security questions

End of procedure.



Help

Overview

The Help section contains a document library to provide additional reference resources.
The documents within this library will vary.

Procedure:

1

Select **Help**

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Procure Consumables ▶
- UTILITIES ▶
- HELP**

2

Click on the required document to open.

End of procedure.

Troubleshooting

The following is provided to assist you with managing issues that may occur with the Retail Portal:

Issue	Screen will display	Action
Log in issue	User does not exist	Re-enter the correct User Name
Log in issue	Invalid UserId/Password	Re-enter the correct Password
Log in issue	User does not belong to this subscriber	Select I am a Retailer
Cannot submit request	Please correct the following and try again	Complete all compulsory fields
Report does not display any information	Nothing to report	Modify the report criteria (i.e. date range, status etc)

Operator Help Desk Information

In the event that the Retail Portal is down, Service Requests can be logged with the NTS Operator Help Desk.

The NTS Operator Help Desk is contactable from 05:00AM to 11:00PM daily (7 days a week) on: **1800 687 000**

When contacting the Help Desk, please provide the following information to the Help Desk Operator:

- Caller name
- Contact number
- Service Provider/Company name
- Device ID number (located on the rear of the Hand Held Device)
- Issue details
- Is the device currently working?
- Device location.

OPERATOR
HELP DESK

1800 687 000

5am to 11pm
7 days a week



Information about TTA

The two names associated with myki are Transport Ticketing Authority and Keane Australia Micropayment Consortium Pty Ltd (Kamco).

Transport Ticketing Authority

The Transport Ticketing Authority (TTA), a state body established in June 2003, is responsible for the delivery and management of myki.

TTA's aims are:

- the smooth transition to the new ticketing system throughout metropolitan and regional Victoria
- that customers trust and accept the new ticketing system
- that the new myki and current Metcard ticketing systems perform at high levels, are reliable and offer value for money ticketing infrastructure and operations
- to deliver a new ticketing system that meets the needs of public transport operators and gives them opportunities to improve service value.

TTA and its contracting partner, Kamco are working together with transport operators and other stakeholders to design and implement a solution that best meets Victoria's public transport ticketing needs.

Kamco

Kamco is the TTA's key project partner in delivering myki. Kamco was engaged to design, build and implement the new ticketing system. Kamco will also operate myki for 10 years. Kamco is a wholly-owned subsidiary of US company Keane Inc (Keane).

Many subcontractors are assisting Kamco in delivering key components of the new ticketing system. These include ACS Solutions Schweiz AG (software supplier and manufacturer of most myki devices), Wayfarer Transit Systems Limited (bus and tram driver console manufacturers), Giesecke & Devrient Australasia Pty Ltd (card suppliers), and Gunnebo Entrance Control AB (who provide electronic station gate solutions).

Each of these subcontractors has a proven track record in delivering and/or operating smart card systems for public transport in many cities around the world.



Update to section 1

Information about PTV





Information about PTV

The two names associated with myki are PTV and Keane Australia Micropayment Consortium Pty Ltd (Kamco).

Public Transport Victoria (PTV)

Public Transport Victoria is the statutory authority that administers Victoria's train, tram and bus services. It provides a single contact point for customers wanting information on public transport services, fare, tickets and initiatives.

PTV was established in April 2012 with the aim of improving public transport in Victoria by:

- Ensuring better coordination between modes
- Facilitating expansions to the network
- Auditing public transport assets
- Promoting public transport as an alternative to the car
- Acting as a system authority for all public transport and an advocate for public transport users.

PTV and its contracting partner, Kamco are working together with transport operators and other stakeholders to design and implement a solution that best meets Victoria's public transport ticketing needs.

Kamco

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Many subcontractors are assisting Kamco in delivering key components of the new ticketing system. Each of these subcontractors has a proven track record in delivering and/or operating smart card systems for public transport in many cities around the world.





All about myki

myki is Victoria's public transport ticketing system based on smart card technology. myki is replacing the Metcard and V/Line ticketing systems, including the magnetic and paper tickets currently in use across Victoria's public transport system.

myki is a reusable plastic smart card that contains a small computer chip. The chip holds memory and microprocessor components that can store value (e.g. a dollar amount).

myki cards are available for the following fare types:

- full fare
- concession
- seniors
- child.

myki can store the following products:

- myki money (a dollar amount)
- myki pass (travel days).

You can register your myki to protect the balance in case your myki goes missing. Your balance is safe from the moment you report your myki lost or stolen.

You can even have your myki personalised (i.e. your name printed on the card) **at the time of purchase only** when you buy your myki online, from the MetShop, from the myki discovery centre at Southern Cross station or by filling out the Registration Form.

myki benefits

myki is easy

- You don't need to get a new ticket for every trip – one myki is all you need.
- You don't have to think about which ticket to buy.
- Your myki will always give you the lowest fare for your travel.
- Keep your myki topped up with either **myki money** (a dollar amount) or **myki pass** (travel days), and you'll always be ready to go.

myki saves you money

- Automatically calculates the lowest fare for your trip when you use myki money.
- All you need to do is touch on and touch off.
- Gives you the same fare discounts you're used to.
- Includes Early Bird discounts and daily cap for travel on weekends and public holidays.



it's your key

myki gives you peace of mind

- If you register your myki, your balance will be protected from the moment you report it lost or stolen.

Why are we introducing myki?

Smart card technology, like that being used for myki, is being introduced across public transport systems around the world, superseding magnetic stripe and paper tickets.

Melbourne is now making the switch to myki and will be progressively implemented across Victoria. Like many other public transport ticketing systems around the world, myki has been designed to accommodate our State's unique needs. myki will allow all Victorians to enjoy a fully integrated ticketing system. myki will also be one of the largest smart card ticketing systems in the world, operating in a capital city as well as suburban and regional centres.

What do these changes mean for you?

Melbourne is progressively making the switch to myki and can now be used on all metropolitan train, tram and bus services. The existing Metcard ticketing system can still be used and will run alongside myki for a period of time. You can switch to myki at your convenience. V/Line services will be moving to myki over time.



Update to section 2

All about myki



All about myki

myki is Victoria's public transport ticketing system based on smart card technology.

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- Automatically calculates the lowest fare for your trip when you use myki money.
- All you need to do is touch on and touch off.
- Gives you the same fare discounts you're used to.
- Includes Early Bird discounts and daily cap for travel on weekends and public holidays.

myki gives you peace of mind

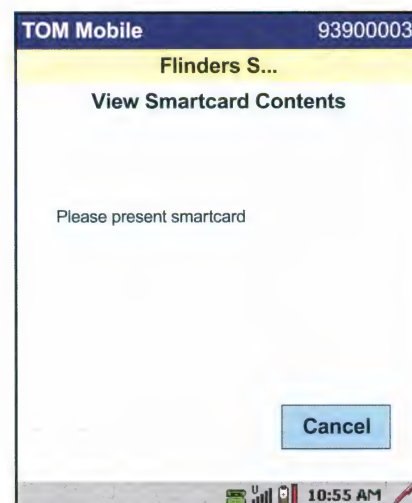
- If you register your myki, your balance will be protected from the moment you report it lost or stolen.





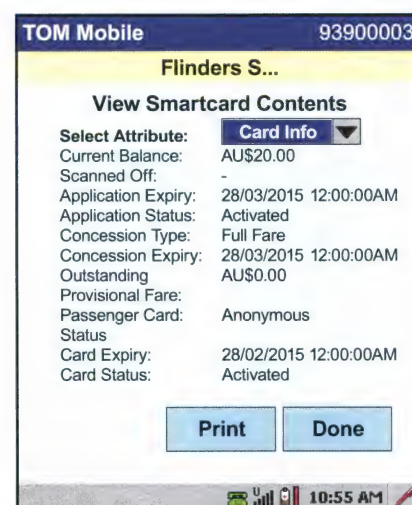
3

Present myki to card reader



4

Select the type of information from the **[Select Attribute]** field and advise the customer of the requested information



5

Press **[Print]** to provide the customer with a printed copy of the myki information or press **[Done]** to return to the Main Menu

Note: It is good business practice to always provide the customer with the printed receipt for their records.

End of procedure.

Completing Sales Transactions

Overview

The primary purpose of the HHD in the retail environment is to perform sales transactions.

The sales transactions that can be undertaken on the HHD are:

- Sell an anonymous myki.
- Top up a myki with myki money.
- Top up a myki with a myki pass.
- Renew a myki pass.
- Reverse a purchase.

Please Note: The examples and illustrations throughout the following pages do not necessarily reflect current fares pricing.



Sell an anonymous myki

An anonymous myki is one that does not have any customer details registered against it.

An anonymous myki cannot be hotlisted if it is lost or stolen. This means that any myki money balance or myki pass cannot be protected and cannot be transferred to a replacement myki.

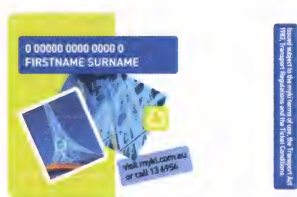
With registered myki cards only being available for purchase online, every myki sold by a retail outlet is an anonymous myki.

If the customer wishes to register their anonymous myki, they can do so by:

- Registering online at **www.myki.com.au**
- Completing a myki registration form.
- Calling **13 myki (13 6954)**.

There are 4 types of anonymous myki's available. These are:

Full Fare



Concession



Child



Seniors



When purchasing a new myki, the customer must pay a card fee. The card fee values are:

- Full Fare: \$6.
- Concession, Child & Seniors: \$3.

The process of selling a new myki must also include a top up of myki money or a myki pass.

The HHD will not allow the activation of a new myki without an accompanying top up.

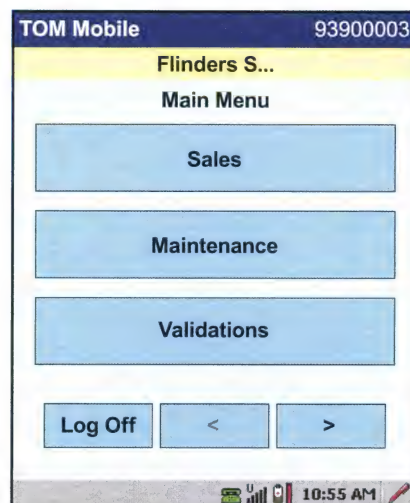
For Example:

A customer purchasing a new Full Fare myki and topping up with \$10 myki money will be required to pay \$16 in total.

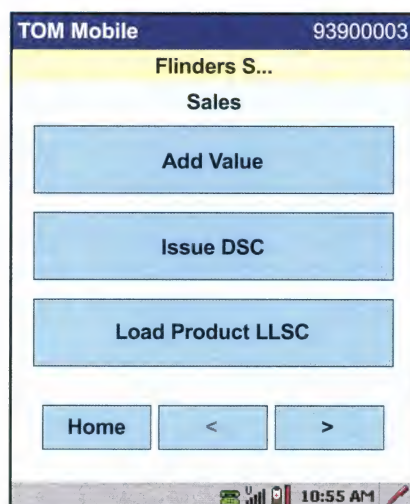
When selling a new myki, you must confirm with the customer which of the 4 card types they require. You are not, however, required to validate that the customer is entitled to the card type requested.

Procedure:

1

Press **[Sales]** to access the Sales Menu

2

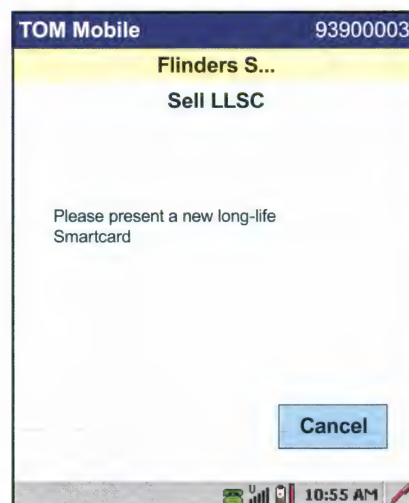
Press **[>]** to access Sales Menu 2

3

Press **[Sell LLSC]**

4

Present a new myki to the card reader



TOM Mobile 93900003

Flinders S...
Sell LLSC

Please present a new long-life Smartcard

Cancel

10:55 AM

5

Select the requested card type from the [Concession Type] field

Note: The [Concession Type] field defaults to [Full Fare].



TOM Mobile 93900003

Sell LLSC (1/1)

Concession Type: Full Fare ▼

Concession Expiry: 28 Mar 2015 ▼

Sales Fee: AU\$6.00

Deposit: AU\$0.00

Add Value

Load Product

Cancel

10:55 AM

6

Are you topping up with myki money or a myki pass?

If **myki money**

Press [Add Value] and go to step 4 of Top up myki money on page 26.

If **myki pass**

Press [Load Product] and go to step 4 of Top up myki pass on page 30.

End of procedure.

Top up myki money

myki money is the dollar value stored on a myki. The maximum amount of myki money a myki can store is \$999.99.

Once a myki has money on it, a customer can travel on the following forms of public transport in Victoria:

- Metropolitan Trains.
- Metropolitan Trams.
- Metropolitan Buses.
- Ballarat, Bendigo, Geelong and Bellarine Peninsula, Seymour, Warragul and Latrobe Valley Buses.

A customer using myki money must have a positive balance on their myki prior to travelling. If a customer does not have enough myki money to cover the entire fare, their myki will go into a negative balance.

Whilst the myki will allow the customer to complete their journey when going into a negative balance, they will not be able to travel using myki money again until they have topped up their myki to a positive balance.

myki money is best if:

- Your travel patterns vary and you need flexibility.
- You like to pay as you go but still get good value.

Myki money features:

- Value stored as a dollar amount.
- Works like a credit card for travel.
- Provides the freedom to travel through any zone any time.
- Automatically calculates the lowest fare.





Fares

myki will cost you less than short term tickets.

Two ways to use myki

Whether you're a daily or an occasional traveller, myki will suit you. Your myki can hold both **myki money** (a dollar amount) and a **myki pass** (travel days). Choosing the one that's right for you really depends on the way you travel.

myki money

myki money is best for you if:

- your travel patterns vary and you need flexibility
- you use a Daily Metcard, 2 hour Metcard or Value Metcards (e.g. 10 x 2 hour Metcard or 5 x Seniors Daily)
- you like to pay as you go but still get good value.

myki money features

- value stored as a dollar amount (e.g. \$20)
- works like a credit card for travel
- provides the freedom to travel through any zone any time
- automatically calculates the lowest fare.

myki money fares		Zone 1	Zone 2	Zone 1 + 2
2 hour	Full fare	\$3.28	\$2.26	\$5.54
	Concession	\$1.64	\$1.13	\$2.77
Daily	Full fare	\$6.56	\$4.52	\$11.08
	Concession	\$3.28	\$2.26	\$5.54

In many instances you will pay less with myki money because it's based on the discounted Value Metcard fare structure. For example, a daily Zone 1 full fare ticket costs \$7.60, but with myki money you would only pay \$6.56. That's a saving of \$1.04 each day you travel.

myki pass

myki pass is best for you if:

- you travel regularly or commute
- you normally travel in the same zone(s)
- you're after the best value available for regular travel.

myki pass features

- value stored as travel days
- can store 7 days or any number from 28-365 days in your zone(s) of travel
- starts when you first touch on.

myki pass fares	Zone 1	Zone 2	Zone 1 + 2
Weekly rate 7 day pass			
Full fare	\$32.80	\$22.60	\$55.40
Concession	\$16.40	\$11.30	\$27.70
Daily rate for 28-325 day pass			
Full fare	\$4.02	\$2.68	\$6.22
Concession	\$2.01	\$1.34	\$3.11

When you purchase a myki pass for 325-365 days of travel, the fare will be the cost of a 325 day pass (up to 40 days free).



Melbourne Metropolitan Train Network

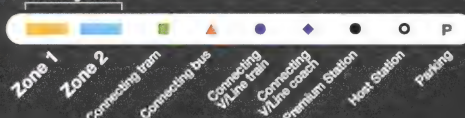


MAP NOT TO SCALE
Effective 25 July 2010



Information

Ticketing zones



Premium Station:
Customer service centre is staffed from first train to last, seven days a week.

Host Station:
Customer service staff at station during morning peak

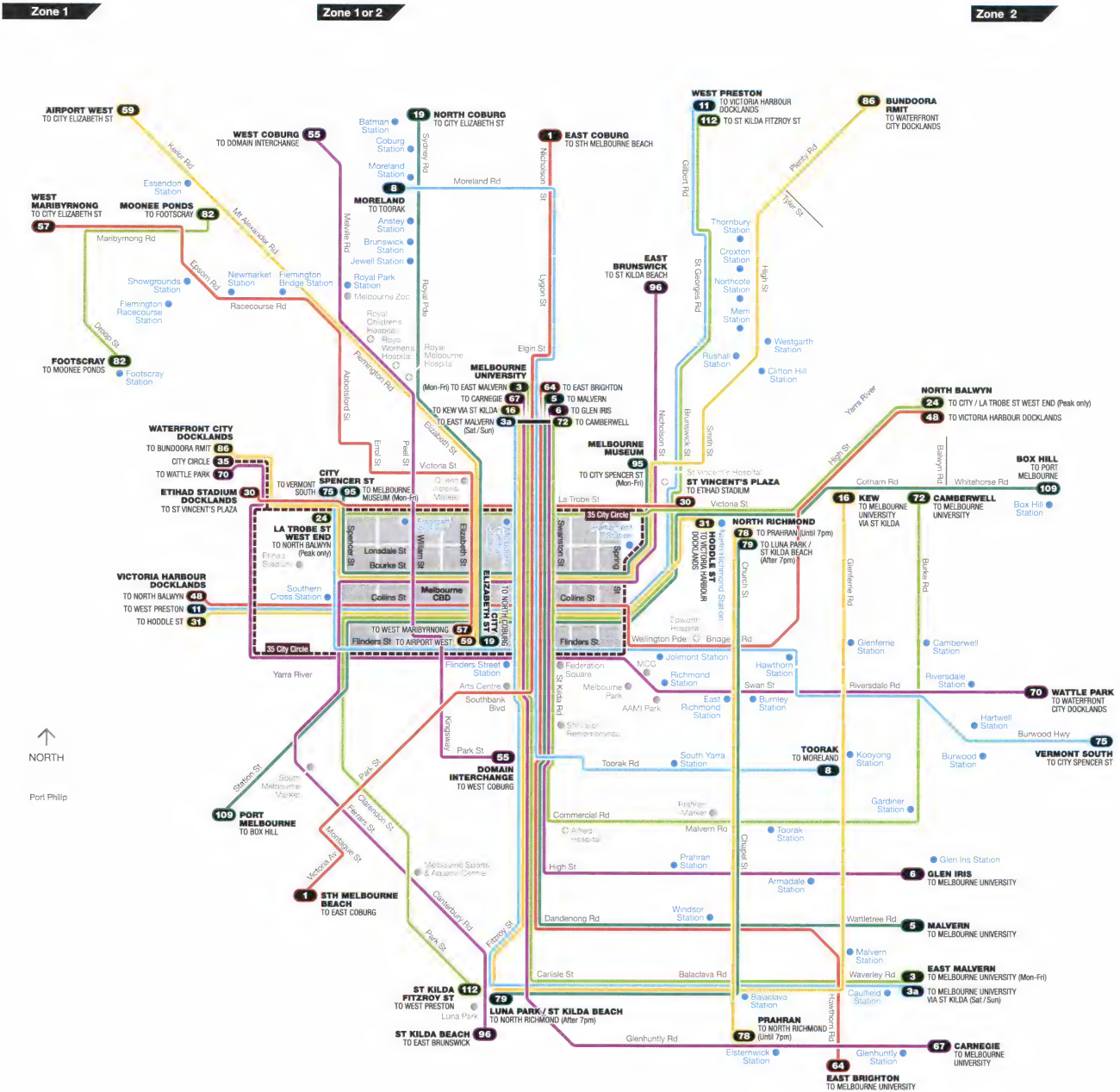
For train, tram and bus information
call 131 638 / (TTY) 9619 2727
(6am–midnight daily) or visit
metlinkmelbourne.com.au

*Flagstaff Station is closed on
weekends and public holidays.

*Line to Showgrounds and
Flemington Racecourse is only
open for special events.

© State of Victoria, 2010

Melbourne Metropolitan Tram Network



MAP NOT TO SCALE
Effective April 2011



Information

Ticketing zones



All trams operate in Zone 1. If travelling only in the Zone 1 or 2 overlap, a Zone 2 ticket can be used.

For train, tram and bus information
call 131 638 / (TTY) 9619 2727
(6am-midnight daily) or visit
metlinkmelbourne.com.au

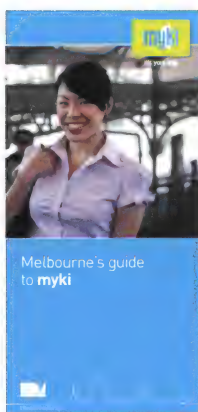
For Yarra Trams customer feedback and lost
property call 1800 800 166 (6am-midnight daily)
or visit yarratrams.com.au

© State of Victoria, 2011

129411

myki brochures & forms

You will be provided with a selection of myki brochures and forms. If you need to order more brochures and forms, please submit your order through the retail portal.

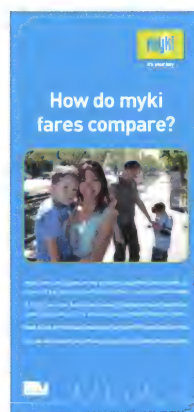


Melbourne's guide to myki

This brochure provides vital basic information about myki: what it is, how it works and how to use it.

Order Code: **KC0079**

Size: DL

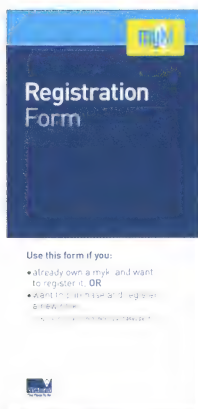


Fares Comparison

This brochure allows you to compare Metcard fares to myki.

Order code: **KC0470**

Size: DL

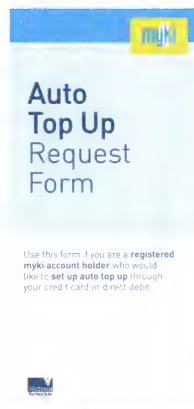


myki Registration form

This form needs to be completed if the customer wishes to register their myki.

Order code: **KC0086**

Size: DL

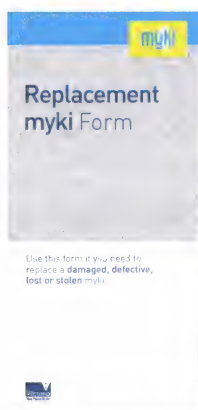


Auto Top Up Request form

This form needs to be completed if the account holder of a registered card wishes to set up automatic top up.

Order code: **KC0081**

Size: DL

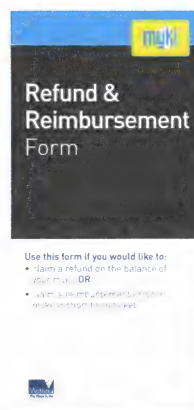


myki Replacement form

This form needs to be completed if the customer has lost or stolen their myki and needs to order a replacement myki.

Order code: **KC0082**

Size: DL



myki Refund & Reimbursement form

Anybody wanting to apply for a refund of the value (myki money and/or pass) on their myki needs to use this form.

Order code: **KC0083**

Size: DL



it's your key

myki point of sale

You will be provided with a selection of point of sale (POS) items, including posters, decals, counter mats and brochure holders.

If you wish to order more point of sale items, please request via 7-Eleven head office.

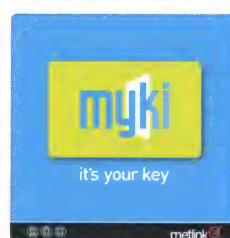


420mm

297mm

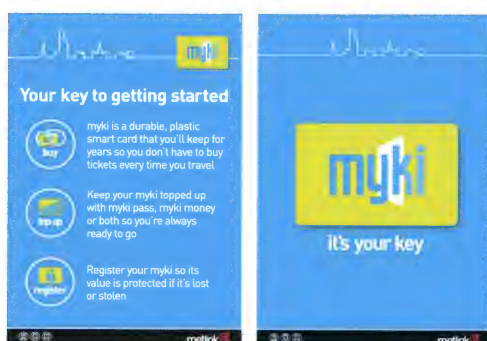
Counter Mat

Order code: **KC0100**



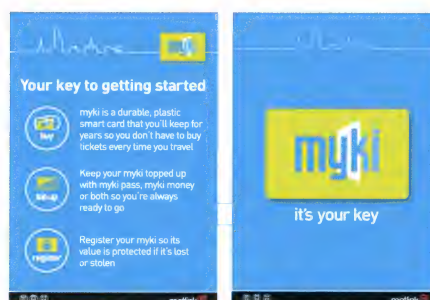
210mm

A4 Decal



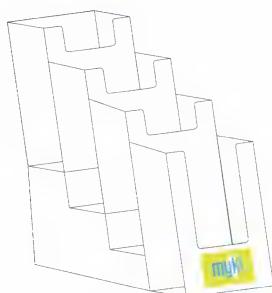
594mm

Poster A1



420mm

Poster A2



Brochure Holder



45mm

90mm

Displaying your POS effectively

While you continue to sell Metcard to some customers and offer myki to some customers, it is important that you display both myki and Metcard information.

The following provides you with a guide to preparing your store.

- Ensure that all POS is located in areas of high visibility and traffic.
- Display your myki decal at the entrance of your store.
- The myki brochure holder should be fully stocked and located on your counter.
- Use the suction cups provided to display the posters on your windows.
- Make sure you have your myki counter mat positioned on your counter to assist with any customer queries.

Recommended external myki decal location alongside existing Metcard materials.



1. myki A4 Window Decal
2. Metcard Decal
3. Metcard Flag
4. Brochure Holder

Internal myki POS locations



The Hand Held Device is used for all transactions including sales, supervisor tasks and reporting.



it's your key





FAQS

What is myki?

myki is the smart card ticketing system which replaces Metcard in metropolitan Melbourne and paper tickets on buses in selected regional towns. myki is already operating on train, tram and bus services in Zones 1 & 2 in Melbourne, and regional bus services in Geelong, Ballarat, Bendigo, Seymour, Warragul and the Latrobe Valley.

myki is a reusable smart card, which is similar in size to a credit card so it fits nicely in your wallet or purse.

A myki can store either a **myki money** (dollar value) or **myki pass** (consecutive travel days) and these are used to pay for your journey. When the balance on your myki gets low or when your pass runs out, you just top up your myki to keep travelling.

Additional questions:

- Why are we replacing the old systems?
- When will Metcard end?
- Where can I buy a myki?
- Where can I use myki now?
- When will V/Line services be changing to myki?
- How much does a myki cost?
- What is better for me – myki money or myki pass?
- What myki should I buy?
- What are the benefits of myki?
- How do I register a myki?
- What are the benefits of registering a myki?
- What personal information is stored on the myki?
- Will my personal information be protected and secure on the myki system?
- What if I don't have a myki?

Why myki?

Our current ticketing systems are outdated. Smart card technology is being introduced to many transport ticketing systems around the world.

myki will be one of the world's largest smart card ticketing systems and has been designed to fit our State's special needs.

myki is a durable plastic card that can be used over and over again.

By keeping myki topped up, myki users will always be ready to travel. All they need to do is touch on at a myki reader when entering a train station or boarding a tram or bus, and touch off at the end of each leg of their journey. Easy.

When will Metcard end?

Metcard will continue to operate until the end of 2012. Until then you can use a myki or a Metcard on Melbourne's public transport services.

Passengers with Metcards will have enough time to use up any remaining travel days.

There will be an extensive public information campaign about when Metcard will end, but passengers are urged to use up old Metcards and then make the switch to myki when they are ready.

Where can I buy a myki?

It is going to take a few months to open every myki sales and top up outlet. When this process is complete, you will be able to buy a myki from the following locations:

- Online at myki.com.au
- By calling 13 6954 (13 myki)
- Premium stations
- myki machines at all railway stations, and some accessible tram stops and bus interchanges (full fare myki only)
- 7-Eleven and selected independent retailers
- Selected V/Line ticket agents
- By post (application forms available from stations, myki.com.au and a range of other locations)
- The MetShop (corner of Little Collins and Swanston streets)
- The myki Discovery Centre at Southern Cross Station
- Passengers should check myki.com.au for the latest information.



Where can I use **myki** now?

You can now use myki on Melbourne's metropolitan trains, trams and buses as well as on town bus services in Geelong, Seymour, Ballarat, Bendigo, the Latrobe Valley and Warragul.

myki can also be used on V/Line services operating wholly within the **Geelong Transit System**, **Ballarat Transit System** and the **Bendigo Transit System**.

When will V/Line services be changing to **myki**?

As the rollout of myki continues, the system will begin operating on train services from Melbourne to the regional commuter-belt, including Geelong, Bendigo, Ballarat, the Latrobe Valley and Seymour.

More information about when myki will begin on these services will be available in the future. Check myki.com.au for updates.

How much does a **myki** cost?

A full fare myki costs \$6 and a concession, seniors and child myki costs \$3.

What is better for me – **myki** money or **myki** pass?

myki money is perfect for someone who travels infrequently or whose daily or weekly travel patterns vary a lot. With myki money, it does not matter how often you travel because as long as you touch on and touch off myki will always calculate the lowest fare for you.

myki pass is great for regular travellers and lets you access current weekly, monthly or yearly discounts by giving you the flexibility to purchase 7 consecutive travel days or anywhere between 28 and 365 days of travel.



Which myki should I buy?

There are four types of myki cards: **Full fare**, **Concession**, **Senior** and **Child**



Full fare

(17 years and over and no concession entitlement)



C
Concession

Concession

- VPT Student Concession Card holders
- Pensioner Concession Card holders
- Health Care Card holders
- War Veterans/War Widows Transport Concession Card holders
- Non-Victorian Seniors



S
Seniors

Victorian Seniors

(Victorian Senior card holders)



CH
Child

Child

(4 years to 16 years inclusive)

What are the benefits of myki?

myki is convenient, flexible and automatically calculates the lowest fare for your journey. Simply keep your myki topped up and you are always ready to travel.

- **Convenient:** Having one durable smart card means you do not have to carry change or buy tickets every day. **Registered** customers can set up **auto top up** for even greater convenience.
- **Durable:** myki cards are plastic and last for a number of years if looked after properly. Your myki stores value, so you should treat it like a debit card.
- **Lowest fare:** myki automatically charges you the **lowest fare** for your trip when you **touch on and touch off**. myki charges an initial 2 hour fare and your charges for additional travel are **capped** to a daily maximum.
- **Flexible:** You choose how you want to pay your fare by choosing either 'pay as you go' **myki money** or 'pre-paid' consecutive travel days with **myki pass**.
- **Peace of mind: Register** your myki to protect your card balance in the event the card is **lost or stolen**. Your money is safe from the moment you report your card missing.

How do I register a myki?

Registering your myki protects your card balance and provides some great benefits.

Registering is easy. All you need to do is provide us with some basic information (e.g. your name, address and contact details).

You can register your myki online at myki.com.au or via a registration form (also available at myki retail outlets) or by calling 13 6954 (13 myki).

You do not have to register your myki if you do not want to, however an unregistered myki means you miss out on some great benefits.



What are the benefits of registering a myki?

- **Balance protection.** You automatically get this when you register your myki. If your myki is registered and you report your myki as lost or stolen, your old card will be cancelled so it cannot be fraudulently used. You can transfer any remaining balance to a new replacement myki (for the cost of a new card; \$6 full fare and \$3 concession).
- **Auto top up.** Auto top up lets you set up an automated payment to your myki. If your myki money balance is running low, it is topped up from a linked bank account or credit card.
- **Manage your account online or via the call centre.** You can check myki money, the days remaining on a myki pass, transaction details, arrange top up and change personal details over the phone or online at myki.com.au
- **Link another account to your own and manage it.** For example, you can manage myki cards that belong to other family members.
- **Make enquiries and obtain tax invoices in relation to your myki account.**

What personal information is stored on the myki?

No personal information (apart from your name if you choose to have it printed on your card) is stored on a myki card. The only information stored on a myki is your myki money balance and/or myki pass, and your last ten transactions or trips.

If you register your myki, your personal information is securely stored in the system.

Will my personal information be protected and secure on the myki system?

Yes, we understand and respect your right to privacy and we are committed to privacy protection. The Information Privacy Act 2000 and TTA's Privacy Policy regulate how we collect and handle your personal information. Call 13 6954 (13 myki) or visit myki.com.au for further information about privacy.

What if I don't have a myki?

Ticketing options to assist tourists and infrequent public transport users are being developed. Further announcements will be made about these developments in due course.

What is myki money?

With myki money you 'pay as you go'.

Simply top up with myki money and you automatically pay the lowest fare possible as you touch on and touch off.

You should have enough myki money on your myki to pay for your whole journey.

myki money features

- Value stored as a dollar amount, for example \$20.00.
- Able to travel in any zone (metropolitan and regional) at any time.
- Automatically charges the lowest fare as you touch on and off – fares based on current Value Metcards.
- Automatically receive concession and free travel entitlements as you touch on and touch off, such as Early Bird or seniors free weekend travel.
- Use auto top up to automatically top up your myki money balance from a nominated bank account or debit/credit card.

You do not have to worry about which zones you are travelling in or how many trips you make in a day – myki automatically charges you the lowest fare.

myki automatically applies your concession or free travel entitlement as you touch on and touch off, based on the myki card type you have.

2-hour fare

For the first trip of each day, you pay a 2-hour myki money fare. This is equivalent to the current Value Metcard fare, so you automatically pay the lowest fare for your trip.

Daily cap

Should you travel again that day, a daily cap applies for any subsequent trips in the same zone(s). The daily cap is the most you pay on a single day for unlimited travel in one or more zones. The daily cap is the same as two 2-hour fares for the zone(s) in which you travel.

Weekend and public holiday daily cap

On weekends and public holidays, myki users pay no more than \$3.30 per day for unlimited travel in Zones 1 & 2 – a saving of up to \$8.60 compared to buying individual Metcards.

Seniors daily cap and free weekend travel

The seniors daily cap on weekdays is \$3.60 for unlimited travel in Zones 1 and 2. This means that no matter how many trips you make in these zones during one day, you never pay more than \$3.60. A concession Daily Metcard costs \$6.30, so you save \$2.70 simply by using myki on a weekday.

Early Bird train travel

When travelling on metropolitan trains, touch on at departure and touch off at your destination before 7:15 am and you automatically receive the free Early Bird fare.

Change of mind

At a train station, if you touch on and then decide not to travel, touch off within 15 minutes of touching on and you are charged nothing for this change of mind.

Additional questions:

- How will myki know what fare to charge me?
- Where can I top up my myki money?
- What is the maximum amount I can have on my myki?
- When I top up how long does it take for the money to appear on my myki?
- What is Auto Top Up?
- What happens if I forget to top up my myki?
- What should I do if I have a negative balance?
- What happens if I forget to touch off?
- What is a default fare?

How will myki know what fare to charge me?

When using myki money, if you touch on and touch off correctly you will always pay the lowest fare.

myki money fares are based on the discounted Value Metcard tickets, so you will save no matter how little or often you travel.

If you are currently entitled to a concession or senior concession fare, your concession entitlements will remain the same under myki.

When using a concession, senior or child myki, the system automatically knows what concession fare to deduct from your myki money balance.

Seniors will never pay more than \$3.60 on a weekday or \$3.30 on public holidays. All Seniors myki holders are entitled to free travel on Saturdays and Sundays for journeys in two consecutive zones. A senior myki automatically has the free Weekend Travel Entitlement loaded into it.



Fare capping example:

You are a full fare passenger who takes the train from Nunawading to Parliament. You touch on in Zone 2 and travel towards the city, touching off in Zone 1. A fare of \$5.54 is deducted from your myki money balance at touch off, and a 2 hour Zone 1 & 2 product is created.

Later that day (after the 2 hour product has expired), you make a short journey by tram. Now that all trams operate in Zone 1, \$3.28 is deducted from your myki money balance.

After work, you repeat your morning commute, in reverse, touching on at Parliament in Zone 1 and touching off at Nunawading in Zone 2.

The 2 hour fare for this journey is \$5.54; however, the Daily cap for Zone 1 & 2 travel is \$11.08. You have already paid \$8.82 (\$5.54+\$3.28), so only \$2.26 is deducted for the final journey. No further charges would apply for any further journeys that you make that day within Zones 1 & 2.

You will never pay more than \$11.08 (full fare price) when travelling across zones 1 & 2 on a weekday – less than the equivalent Zone 1 & 2 daily short term Metcard ticket \$11.90 (full fare).

Where can I top up my myki?

You can top up myki money at various locations by using a range of payment methods. As myki continues to roll out, additional sales and top up channels will become available.

You will be able to top up a myki pass at the following locations. For up-to-date information on where you can top up myki money check myki.com.au.

What is the maximum amount I can have on my myki?

The maximum amount of myki money a myki can store is \$999.99. This does not apply to myki pass as the value of the pass may exceed this amount.

When I top up how long does it take for the money to appear on my myki?

If you top up at a myki machine, at a retail outlet, at a staffed ticket office, the MetShop or on board a bus your myki money is immediately credited to your card.

Please allow at least 24 hours for top ups made online at myki.com.au or by calling 13 6954 (13 myki) to be available on your myki. The money will appear on your card the next time you touch your card to a myki reader or myki machine.

If you have arranged auto top up the money is available on your card as soon as you reach your set amount.



PAYMENT METHODS:

LOCATION	MINIMUM TOP UP AMOUNT	MAXIMUM TOP UP AMOUNT	NOTES	COINS	EFTPOS ⁻	CREDIT CARD	AUTO TOP UP
Staffed railway stations	\$1	\$250	Yes	Yes	Yes	Yes [°]	No
myki machines at railway stations and selected tram stops and bus interchanges	\$1	\$250	Yes [§]	Yes [§]	Yes	Yes ^{° ~}	No
7-Eleven, myki retailers and V/Line ticket agents	\$1	\$250	Yes	Yes	Yes [*]	Yes [*]	No
Online at myki.com.au	\$1	\$250	No	No	No	Yes [°]	Yes
By telephone – 13 myki (13 6954)	\$1	\$250	No	No	No	Yes [°]	Yes
The MetShop	\$1	\$250	Yes	Yes	Yes	Yes [°]	No
V/line conductors and coach drivers [†]	\$1	trip completion	Yes	Yes	No	No	No
On-board buses	\$1	\$20	Yes	Yes	No	No	No

§ No change provided when topping up myki money at a myki machine.
5 cent coins not accepted.

† Customers may only top up sufficient funds to complete their trip
(only available where no top up facilities are available at the point of origin).

* Where facilities available.

◊ Visa and MasterCard only.

~ PIN required.

To avoid delaying buses, customers are strongly encouraged to top up before boarding when they board at a stop located at a railway station or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to top up on board the bus.
myki money is not permitted to be topped up on board buses operating on metropolitan bus route number 401.

The maximum balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered customers only, providing extra convenience and security.



What is Auto top up?

So that you always have enough myki money for your journey, the myki system offers the option of auto top up. When your myki money balance is running low, it is topped up from your nominated bank account or debit/credit card.

Auto top up is only available for registered myki cards.

- Using auto top up means you are always ready to travel with your myki.
- You control when your myki tops up and by how much.
- Auto top up adds myki money to your myki card and then deducts payment from your nominated bank account or debit/credit card.
- This process means you always have value on your myki and the banking cycle does not prevent you from travelling.

Auto top up is not available for myki pass.

Use the Auto Top Up Request Form to set up auto top up from a nominated bank account or debit/credit card.

Setting up auto top up via your online account can only be done via a nominated debit/credit card.

Full fare example:

- Set a minimum balance threshold – for example \$10.00.
 - Set an auto top up amount – for example \$50.00.
 - myki money balance before travelling is \$11.50.
1. Touch on in Zone 2 and touch off in Zone 1
 2. When the touch off occurs, the system charges a fare of \$5.54.
 3. **At the same time**, the system recognises your new myki money card balance is \$5.96 and automatically triggers a top up of \$50.00 myki money.
 4. Your myki money card balance becomes \$55.96 when you next touch on or use a myki machine.
 5. The system then requests a direct debit payment of \$50.00 from your nominated bank account or debit/credit card.

It is important to note that steps 2 and 3 above happen at the same time. However, while your myki card receives the myki money, you do not pay for this top up until step 5 is successfully completed.

You must keep sufficient funds available in your nominated bank account or debit/credit card to pay for your auto top up. You must log in and update the auto top up settings on your myki account if your nominated bank account or debit/credit card details change (for example, credit card expiry date).

If step 5 is unsuccessful and the system is unable to collect a direct debit payment of the auto top up amount, your myki card is temporarily blocked until payment is made.

When are payments made from my bank account or debit/credit card?

The system requests direct debit payments from your nominated bank account or debit/credit card in three circumstances:

When you set up auto top up on your myki account

This transaction is treated like a regular online top up.

The system debits your chosen auto top up amount from your nominated bank account or debit/credit card.

At least 24 hours later, your myki receives this amount of myki money when you touch on at a myki reader or use a myki machine.

This happens no matter what your current myki money balance is at the time.

When you modify your auto top up settings

This transaction is treated like a regular online top up.

The system debits your chosen auto top up amount from your nominated bank account or debit/credit card.

At least 24 hours later, your myki receives this amount of myki money when you touch on at a myki reader or use a myki machine.

This happens no matter what your current myki money balance is at the time.

When your myki automatically tops up

Your myki money balance falls below your minimum balance threshold.

Your myki receives your chosen auto top up amount of myki money.

The system then requests a direct debit payment from your nominated bank account or debit/credit card.

This happens no matter what your current myki money balance is at the time.

What happens if I forget to top up my myki?

You should always make sure your myki has enough myki money on it to pay for your day's travel.

You cannot start a journey with a negative myki money balance.

However, you may start and complete one trip provided the myki money balance is at least \$0.01. Your myki money balance can go into a negative for a single trip only.

If the myki money balance falls below this amount (i.e. value is \$0.00 or less), you will not be able to touch on and you will need to top up before you travel again.

In some cases, this will mean that if you have reached your 2 hour or Daily cap and have remaining travel time within a zone, you will not be permitted to touch on because the balance is \$0.00 or less. When you have topped up you will be able to travel within the 2 hour or Daily cap as normal.

Example: If you begin your journey in Zone 1 with a myki money balance of \$1 and then touch off in Zone 1 you will be deducted a 2 hour fare. This leaves a negative balance (-\$2.28) on the myki. You will be unable to touch on again, even in Zone 1 within the 2 hour period, until you top up to a positive myki money balance. You will not be fare evading but you will need to top up before travelling again.



What should I do if I have a negative balance?

If your myki money has dropped into a negative balance, you need to top up.

You will not be able to travel (even if you have a valid 2 hour or Daily myki product) until your myki money balance is \$0.01 or more. If you have a valid myki pass, your myki money balance must be \$0.00 or more.

What happens if I forget to touch off?

With myki money, if you do not touch off, the system does not know where you got off and you will be charged a default fare.

Do I need to touch off on the tram?

Most tram passengers do not need to touch off at the end of their trip.

When travelling by tram, if any portion of your trip is in Zone 1 you do not need to touch off to pay the lowest fare. The system charges a 2 hour Zone 1 fare when you next touch on. This is the same fare you would pay if you did touch off, so there is no financial penalty for not touching off.

You must touch off to access the cheaper Zone 2 fare if your entire trip is in Zone 2.

You cannot top up your myki on board trams. You need to top up before boarding so that you have sufficient funds to pay for your trip.

What is a default fare?

A default fare on metropolitan trains is based on the assumption that you travelled in Zones 1 & 2 (i.e. you are charged a 2 Hour Zone 1 & 2 fare \$5.54). A default fare on the metropolitan tram network is a Zone 1 fare (i.e. you are charged a 2 Hour Zone 1 fare \$3.28). A default fare on the metropolitan bus network is based on the assumption that you travelled to the end of that service (Zone 1 and/or 2). The same default fare rule (end of service) applies when travelling on regional bus services where myki is currently in operation.

Default fares are based on myki money fares.

All default fares count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$11.08 for travel in Zones 1 & 2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.30 to travel in Zones 1 & 2 on a weekend or public holiday.

As myki is gradually introduced across Melbourne's train, tram and bus networks, there may be minor variations to the default fares charged on specific services/routes. For details, check online at myki.com.au or call **13 6954 (13 myki)**.



What is a **myki** pass?

myki pass is suitable for those who travel regularly.

Simply choose the zone(s) you wish to travel in and the number of consecutive days of travel you need.

To use a myki pass you must have a positive myki money balance. If your myki money balance is negative, you will not be able to touch on even with a valid pass.

myki pass features

- Best value public transport fares – based on current weekly, monthly, yearly Metcards.
- Buy seven days or between 28 and 365* consecutive travel days in your chosen zone(s).
- Starts when you first touch on at a myki reader in a zone for which it is valid.
- Two myki passes can be stored on a myki card – only one can be active at a time.
- Works with a positive myki money balance.
- Cannot be suspended – consecutive travel days only.

You can buy a 7-day myki pass, or anywhere between 28-365* consecutive days of travel. See the fare table for the myki pass daily rate, which is based on current weekly, monthly and yearly Metcard fares.

Once you have a myki pass, you can travel as many times as you want in your chosen zone(s) for the duration of your pass.

Using your myki pass

Your myki pass activates when you touch on and touch off in your chosen pass zone(s).

Once activated, your myki pass expires after the number of days you selected, even if you do not use your myki on some of those days.

You cannot suspend your myki pass. For example, a 7-day myki pass activated on Monday lasts until Sunday. A 30-day myki pass activated on 12 August lasts until 10 September.

Travel in other zones

To travel outside your myki pass zone(s), simply keep your myki topped up with sufficient myki money to pay for this trip. For example, if you have a Zone 1 myki pass and travel in Zones 1 & 2, your myki pass covers the Zone 1 portion of your trip and myki money pays for the Zone 2 portion of your trip.

*When a myki pass for 325 -365 days is purchased, the fare will be the cost of a 325 day pass.



Touching on with myki pass

To use a myki pass you must have a positive myki money balance. If your myki money balance is negative, you will not be able to touch on even with a valid pass.

You cannot choose to use myki money if you have a valid myki pass on your card. A valid myki pass takes precedence over myki money.

Your myki card can store two myki passes at a time. This means that when your current myki pass is almost expired, you can purchase your next pass so it is ready to activate when you need it. Only one myki pass can be active at a time.

When you top up with myki pass, you have 12 months from the date of top up in which to activate the pass. Any myki pass not activated within 12 months cannot be used. You are able to request a refund of this unused pass value.

Additional questions:

- Where can I top up my myki with myki pass?
- What is the minimum number of days I can buy?
- Do I still need to touch off, if I am travelling with a myki pass?

Where can I top up my myki with myki pass?

You can top up with myki pass at various locations by using a range of payment methods. As myki continues to roll out, additional sales and top up channels will become available.

You will be able to top up a myki pass at the following locations. For up-to-date information on where you can top up myki pass, check myki.com.au.

PAYMENT METHODS:

LOCATION	NOTES	COINS	EFTPOS [~]	CREDIT CARD
Staffed railway stations	Yes	Yes	Yes	Yes [†]
myki machines at most railway stations, and selected tram stops and bus interchanges	Yes [§]	Yes [§]	Yes	Yes ^{†~}
7-Eleven, myki retailers and V/Line ticket agents	Yes	Yes	Yes [†]	Yes [†]
Online at myki.com.au	No	No	No	Yes [†]
By telephone – 13 myki (13 6954)	No	No	No	Yes [†]
The MetShop	Yes	Yes	Yes	Yes [†]

[§] 5 cent coins not accepted. Maximum change provided is \$10.

[†] Visa and MasterCard only

^{*} Where facilities available.

[~] PIN required.

What is the minimum number of days I can purchase as a pass on my myki?

You can have seven consecutive days of travel (7-day myki pass) or any number of consecutive travel days between 28 and 365.

Do I still need to touch off if I am travelling with a myki pass?

You need to touch on to activate your myki pass and you should touch on and off every time you travel as this ensures you do not accidentally travel beyond the expiry date of your pass or outside the zone(s) of validity of your pass.



Fares and ticketing guide

The following table shows myki money and myki pass for all zones.

	myki money			
	2 hour		Daily	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$3.28	\$1.64	\$6.56	\$3.28
ZONE 2	\$2.26	\$1.13	\$4.52	\$2.26
ZONES 1 & 2	\$5.54	\$2.77	\$11.08	\$5.54

	myki pass			
	7 day pass (7 days)		28 - 325* days (daily rate)	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$32.80	\$16.40	\$4.02	\$2.01
ZONE 2	\$22.60	\$11.30	\$2.68	\$1.34
ZONES 1 & 2	\$55.40	\$27.70	\$6.22	\$3.11

*When a myki pass for 325 -365 days is purchased, the fare will be the cost of a 325 day pass.

Additional myki money fares

Weekend Daily Cap – Customers travelling within Zones 1 & 2 on a Saturday, Sunday or public holiday will pay no more than \$3.30 per day.

Seniors Daily Cap – Senior myki customers will pay no more than \$3.60 per weekday

Additional questions:

- Will fares increase or are they changing because of myki?
- I currently buy a ... Metcard. What type of myki should I buy?

Will fares increase or are they changing because of myki?

No. The introduction of myki will not result in an increase to fares. However, fares may continue to increase in-line with the Consumer Price Index (CPI) each year.

I currently buy a ... Metcard. What type of myki should I buy?

The below table provides an overview of how the current fares compare to myki.

Metcard fares	myki options
Yearly Monthly Weekly	myki pass (7 days or 28 – 365 days)
Daily Metcard 2 hour Metcard 5 x Daily 10 x 2 Hour Metcard 5 x Seniors Daily Metcard 5 x Weekend Daily Metcard 10 x Early Bird Metcard	myki money Fares are worked out to the 'lowest fare' and capped to a 2 hour and Daily rate. The savings that a bulk purchase Metcard ticket offers will be available with myki money. For example: a 2 Hour Zone 1 full fare using myki money is \$3.28, while a 2 Hour Zone 1 full fare short term ticket is \$4.00.

How do I use my myki?

When you travel with myki, you touch on at the myki reader at the start of your trip and touch off at the myki reader at the journey's end.

Each time you get on or off a bus or enter/exit a train station you need to touch on and touch off at the myki reader. Recent changes to tram zones now means passengers are no longer required to touch off when exiting a tram, unless their travel is entirely within Zone 2.

If you are using myki money, touching on and off correctly ensures you are travelling within the expiry date of your pass and in the zone(s) for which it is valid.

Touch on



- **GREEN LIGHT:** you're ready to go.
- ● **GREEN AND AMBER LIGHTS TOGETHER:** myki has been topped up or updated with your requested change and you're ready to go.
- **RED LIGHT:** card rejected*

Touch off



- 1 Transaction successful
- 2 Closing balance
- 3 Cost of fare

Your myki can be rejected for reasons such as insufficient funds or a duplicate touch on. For further information call 13 6954 (13 myki)

Additional questions:

- Why do I need to touch on and off?
- What happens if I forget to touch off? (default fares)
- What if the myki reader is damaged or not working?
- I think I touched on twice – what happens?
- Where can I check the balance on my myki?

Why do I need to touch on and off?

Touching on and touching off calculates the lowest fare and finalises your trip details. If you fail to touch off the system does not know where you got off and you will be charged a default fare that may be more than you should have paid for your trip.

When you travel with myki, touch your card to the myki reader at the start of your journey and touch your card to the myki reader at the end.

Each time you get on a tram or bus or enter a train station you need to touch on at the myki reader. Train and bus travellers also need to touch off at the end of the journey to calculate the lowest fare.

Always touch on when you board a tram, but you only need to touch off if your whole trip is in Zone 2. All trams operate across Zone 1 with small sections of Routes 86, 42, 109, 75 at the end of the line operating in a Zone 1 & 2 overlap. If you don't touch off on a tram you will be charged a Zone 1 default fare (full fare customer \$3.28). Passengers who travel only in the overlap zone should touch on and touch off on every trip to access the cheaper Zone 2 fare (full fare customer \$2.26).

What happens if I forget to touch off? (default fares)

With myki money, if you do not touch off, your myki does not know where you got off and will charge you a default fare.

The default fare is based on the zone(s) covered by the service you are using.

Mode of transport	Default fare charged
Trains	Two hour Zone 1 & 2 myki money fare
Trams	Two hour Zone 1 myki money fare
Buses that operate within one zone	Two hour myki money fare for the zone in which it operates either Zone 1 or Zone 2.
Buses that operate across two zones	<p>Once myki is completely rolled out:</p> <p>Two hour myki money fare for the zone or zones between where you got on and the end of the route.</p> <p>During the transition to myki:</p> <p>Two hour myki money fare for the zone in which you touched on. If you get on in a zone overlap, it will charge a Zone 2 default fare (i.e. the lowest possible default fare)</p>



myki charges you a fare when you touch off. If you do not touch off at the end of your trip, the myki system does not have all the information it needs to calculate your fare and will charge a default fare. This ensures you pay for each trip.

This table shows current default fares. Default fare charges may change in the future.

Default fares (Metropolitan Zones 1 & 2)^			
Concession myki users are charged 50 per cent of these fares			
Train	All	2 hour Zone 1 & 2 fare	\$5.54
Tram	All	2 hour Zone 1 fare	\$3.28
Bus	Touch on in Zone 1	2 hour Zone 1 fare	\$3.28
	Touch on in Zone 2	2 hour Zone 2 fare	\$2.26

^Information about V/Line default fares will be available soon. In the interim, please refer to the myki Victorian Fares and Ticketing Manual for V/Line train and coach default fares.

A default fare is not a penalty and in many cases is the fare you would have paid if you did touch off.

Examples include:

- the default fare on trams is a 2 hour Zone 1 fare
- the default fare on trains is a 2 hour Zone 1 & 2 fare.

The system charges a default fare the next time you touch on – this may be later the same day, or the following day, week, month etc. The myki reader screen displays a green light and red light together. You will also see a message showing the “fare deducted for last trip”, even if it is \$0.00*.

Default fares contribute towards your myki money daily cap. This means you will not be charged unlimited default fares if you repeatedly fail to touch off. A default fare applies to your previous trip (after which you failed to touch off) and contributes to the daily cap for that day.

*The default fare is \$0.00 if:

- you have an existing 2 hour myki money product for the zone(s) in which you are travelling
- you have already reached the myki money daily cap
- you have a myki pass and touch on in a zone for which your pass is valid.



Example 1:

Travel by train Zone 1 to Zone 2 on Tuesday night and do not touch off – no fare charged.

Touch on in Zone 2 on Wednesday morning – **default fare for Tuesday night travel applied – \$5.54** (contributes to Tuesday daily cap).

Travel by train Zone 2 to Zone 1 on Wednesday morning – fare charged at touch off – **\$5.54**.

Travel by train Zone 1 to Zone 2 on Wednesday night – fare charged at touch off – **\$5.54**.

Fares charged:

\$5.54 – Default fare for Tuesday travel

\$11.08 – Wednesday travel (daily cap)

\$16.62 – Total myki money charged

Example 2:

Touch on at 7.15 am on Thursday morning and travel by train Zone 1 to Zone 1 and touch off – fare charged **\$3.28**.

Touch on at 7.54 am and travel by tram and do not touch off – **no fare charged**.

Touch on at 8.17 am and travel by tram – **default fare for 7.54 am tram trip applied – \$0.00** (within 2 hour expiry time of 10.00 am of product created at 7.15 am) and do not touch off – no fare charged.

Touch on at 12.45 pm and travel by tram – **default fare for 8.17 am tram trip applied – \$0.00** (within 2 hour product expiry time of 10.00 am) and do not touch off – no fare charged.

Touch on at 1.18 pm and travel by tram – **default fare for 12.45 pm tram trip applied – \$3.28** and do not touch off – no fare charged.

Touch on at 5.37 pm and travel by train Zone 1 to Zone 1 – fare charged at touch off – **\$0.00** (Zone 1 myki money daily cap already reached).

Fares charged:

\$6.56 – Thursday travel (Zone 1 daily cap)

Default fares are based on myki money fares.

All default fares will count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$11.08 for travel in Zones 1 & 2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.30 to travel in Zones 1 & 2 on a weekend or public holiday.

What if the **myki** reader is damaged or not working?

If a myki reader is damaged, then you should touch off at another nearby reader.

While it's highly unlikely – if all of the myki readers on the platform or vehicle aren't working, please call 13 6954 (13 myki).

We will be able to check the status of all myki readers at the station and process a reimbursement of the default fare, if necessary.

I think I touched on twice – what happens?

It is not possible to touch on twice. You can touch on and off at the same device, however, a blocking period prevents you from touching on and then touching off too quickly or by accident.

If you change your mind and do not want to catch the train you are about to take, you can touch off within 15 minutes and you will not be charged a fare. (Because you touch on as you board a tram or bus, change of mind is not permitted on trams or buses).

If you have a registered myki, you can check your transaction history online at myki.com.au or you can call 13 6954 (13 myki).

Where can I check the balance on my **myki**?

Each time you touch on or touch off, your myki money balance is displayed on the myki reader.

You can view your current card balance and recent transaction details at a myki machine. These are located at all metropolitan railway stations, selected tram platform stops and selected bus interchanges.

You can also view your myki balance (money or pass) as well as recent transaction details at myki checks, located across the public transport network. These are located at some metropolitan train stations, selected V/Line stations and selected bus interchanges and tram platform stops.

If you have a registered myki, you can also check your balance online at myki.com.au or by calling 13 6954 (13 myki).

Replacing a **myki**, refunds, reimbursements and caring for your **myki**

If cared for correctly a myki will last for a number of years. If your myki is lost, stolen, damaged or stops working through no fault of your own there are ways to replace the card and transfer your myki money balance or unused myki pass days across to a new myki.



What should I do if my **myki** is lost or stolen?

If your myki is registered and is lost or stolen, your myki money or myki pass has balance protection. Only a registered myki can be replaced if it is lost or stolen.

As soon as you report you card lost or stolen, a block will be placed on the myki and it can no longer be used. You can report a lost or stolen myki online at myki.com.au or by calling 13 6954 (13 myki).

You will be issued with a replacement myki and the remaining myki money or myki pass will be transferred to the new myki. You just need to pay for the cost of a replacement card; full fare \$6 and concession \$3.

If your myki is not registered, your balance cannot be recovered and you will need to buy a new myki.

What happens if my **myki** does not work or stops working?

Your myki will be replaced free of charge if it has stopped working through no fault of your own.

If your myki has stopped working because of a technical issue, we will replace it without charge after analysis and your current balance/myki pass will be transferred to your replacement myki within 10 business days.

What happens if my **myki** is damaged and stops working?

If your myki has stopped working because it is broken or damaged it will be replaced free of charge. The replacement myki with the remaining myki money balance or myki pass days transferred to your replacement myki within 10 business days.

To transfer your myki balance to a new myki, or to obtain a refund on money not used, you will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and send in your myki. Please complete it and send it to the address on the form.

How do I get a replacement **myki** and can my money be transferred to a new one?

To organise a replacement myki and to transfer your money across you will need to fill out a Replacement myki Form which you will find online at myki.com.au and send in your myki. This form is available at selected retail outlets, premium train stations, the MetShop (corner of Little Collins and Swanston streets) and the myki Discovery Centre at Southern Cross Station. Please complete it and send it to the address on the form.

An unregistered myki can be replaced free of charge if it is damaged or defective. Registering your myki automatically gives you balance protection.

If your myki is deemed faulty after analysis due to a technical issue and is not visibly damaged, we will replace it without charge and your current balance/myki pass will be transferred across.

Can an unregistered myki which is lost or stolen be blocked?

Unregistered cards cannot be blocked, even if the card number is known. Please register your myki to protect the value on it.

Can I swap from a concession to a full fare myki (or vice versa)?

Yes. If you need to switch from a full fare myki to a concession myki or vice versa, or from a child or seniors myki to another concession myki, you can take your old card to the MetShop, the myki Discovery Centre at Southern Cross Station or to Flinders Street Station. You will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and hand over your myki. You will receive a new myki at no cost and a cheque for the remaining balance on your old myki will be posted to you.

Can I get a refund on unused myki money or days?

Yes. You will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and submit it with your myki. Any unused funds, either myki money or myki pass days, can be refunded. You will receive your refund as a cheque in the mail.

I'm unsure about how much I have been charged, what can I do?

If your myki is registered please check your transaction details online at myki.com.au, call 13 6954 (13 myki) or use a myki machine or myki check to review your charges..

If you still have a query about your charges, please call 13 6954 (13 myki).





it's your key







it's your key

All about myki

myki is Victoria's new ticketing system based on smart card technology. myki is replacing the Metcard and V/Line ticketing systems, including the magnetic and paper tickets currently in use across Victoria's public transport system.

myki is a reusable plastic smart card that contains a small computer chip. The chip holds memory and microprocessor components that can store value (e.g. a dollar amount).

myki cards are available for the following fare types:

- full fare
- concession
- seniors
- child.

myki can store the following products:

- myki money (a dollar amount)
- myki pass (travel days).

You can register your myki to protect the balance in case your myki goes missing. Your balance is safe from the moment you report your myki lost or stolen.

You can even have your myki personalised (i.e. your name printed on the card) **at the time of purchase only** when you buy your myki online, from the MetShop, from the myki discovery centre at Southern Cross station or by filling out the Registration Form.

The new ticketing system includes a new type of disposable 2-hour and daily tickets, called **Short Term Tickets**.

myki benefits

myki is easy

- You don't need to get a new ticket for every trip – one myki is all you need.
- You don't have to think about which ticket to buy.
- Your myki will always give you the lowest fare for your travel.
- Keep your myki topped up with either **myki pass** (travel days) or **myki money** (a dollar amount), and you'll always be ready to go.

myki saves you money

- Automatically calculates the lowest fare for your trip when you use myki money.
All you need to do is touch on and touch off.
- Gives you the same fare discounts you're used to.
- Includes Early Bird discounts and \$3 daily cap for travel on weekend and public holidays.





it's your key

myki gives you peace of mind

- if you register your myki, your balance will be protected from the moment you report it lost or stolen.

Why are we introducing myki?

Smart card technology, like that being used for myki, is being introduced across public transport systems around the world, superseding magnetic stripe and paper tickets.

Melbourne is now making the switch to myki and will be progressively implemented across Victoria. Like many other public transport ticketing systems around the world, myki has been designed to accommodate out State's unique needs. myki will allow all Victorians to enjoy a fully integrated ticketing system. myki will also be one of the largest smart card ticketing systems in the world, operating in a capital city as well as suburban and regional centres.

What do these changes mean for you?

Melbourne is progressively making the switch to myki and can now be used on all metropolitan train, tram and bus services. The existing Metcard ticketing system can still be used and will run alongside myki for a period of time. You can switch to myki at your convenience. V/Line services will be moving to myki over time.





job aid:

• **retail**

hand held device

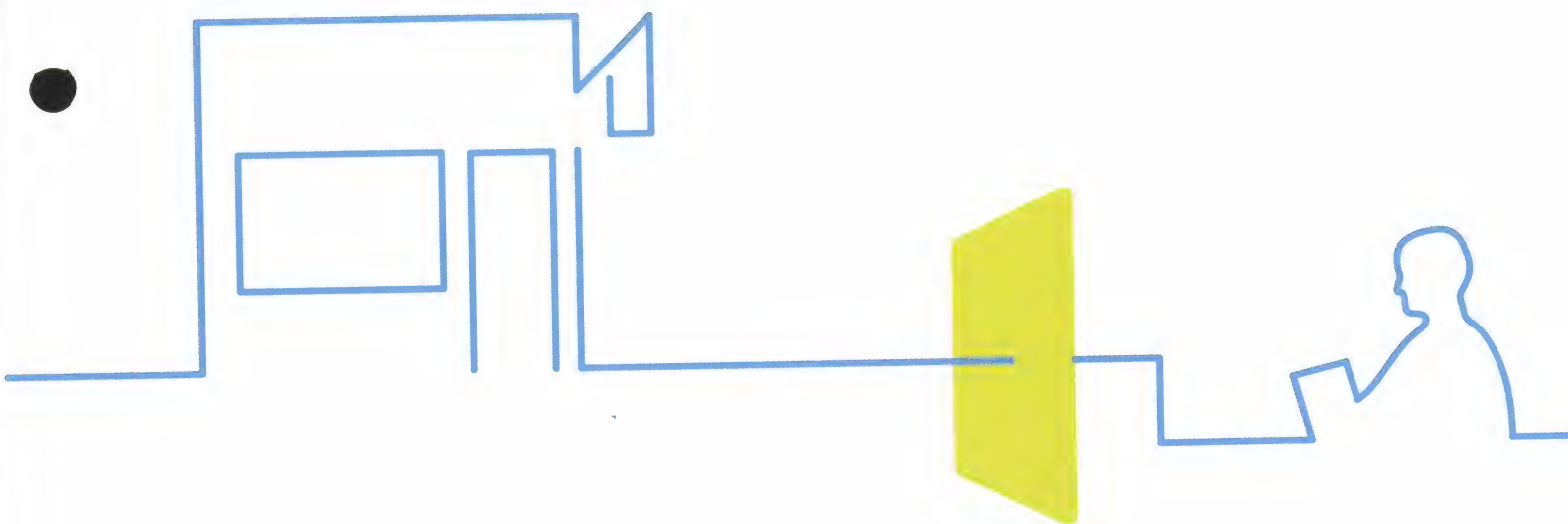


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Glossary of Terms

Term	Definition
Add value	Add \$ value to myki money balance held on a myki – known as a 'top up'
FPD	Fare payment device known as a myki reader used by customers to touch on and off
HHD	Hand held device
myki	Plastic smartcard that contains value and/or transit products that customers use to travel on Victoria's public transport network
LLSC	Long Life Smart Card or myki
myki reader	Reader on top of the device used by operators that reads staff access cards, myki and short term tickets
Touch on/off	myki or short term ticket is presented to a myki reader to register trip details
Staff access card	Plastic smartcard that allows operator staff to log on and off a device
Top up	Add \$ value to myki money balance held on a myki OR Add a product onto a myki in addition to the myki money balance e.g. A myki could hold a \$50 balance and a 30 day pass
Top up myki money	Add \$ amount value of myki money to a myki
Top up myki pass	Purchase or renew a myki pass



1. Starting Shifts

Contents

Topic	Procedure	Page
Turn on Equipment	Turn on HHD equipment	6
Start Shift	Log on to the HHD	7



Turn on Equipment

Turn on HHD equipment

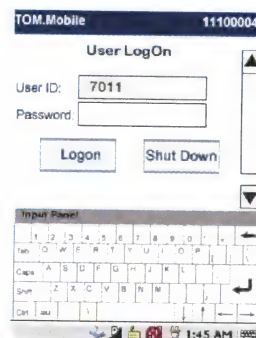
1 Turn on HHD

- Press the [FN] and [Enter] buttons and hold for 10 seconds
- Wait for TOM.Mobile software to start

2 Decide action

Does the Logon screen display?

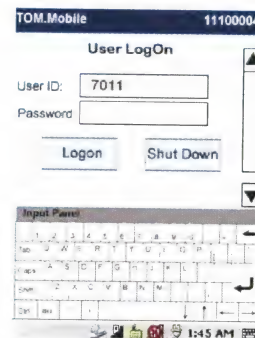
If...	then...
yes	<ul style="list-style-type: none">• check the battery status and communication status• go to Step 3, Decide action
no	contact your store supervisor



3 Decide action

Are the battery and communication status okay?

If...	then...
yes	the HHD is ready GO TO LOG ON TO HHD on page 7
no	contact your store supervisor



END OF PROCEDURE

Important: Please ensure the HHD is shut down and turned off once a week so it can be updated with new data when started up again. START UP MUST HAPPEN IMMEDIATELY AFTER SHUTDOWN IS COMPLETE.



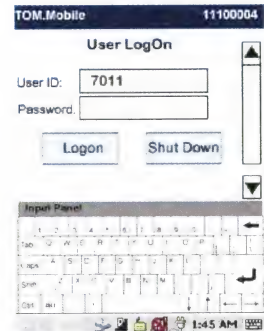
Start Shift

Log on to the HHD

1 Present staff access card

- Press [Activate], if required to display User LogOn screen
- Place staff access card on the myki reader

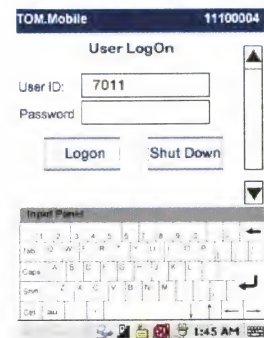
Result: HHD reads card
User ID displays



2 Enter PIN

- Use the numeric keypad to type your PIN in the PIN field
- Press [Logon]

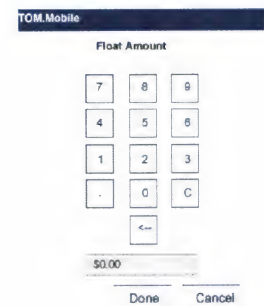
Result: Float Amount Screen displays



3 Enter float amount

- Remove staff access card from myki reader
- Press [Done]

Result: Main Menu displays



END OF PROCEDURE



2. Completing Smartcard Enquiries

Contents		
Topic	Procedure	Page
View smartcard details	View a smartcard's details	10



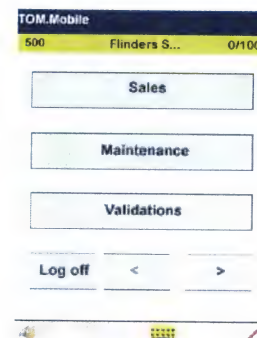
View smartcard details

View a smartcard's details

1 Access Validation menu

Press [Validations]

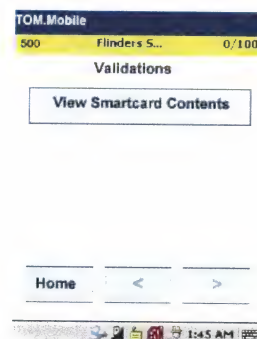
Result: Validation menu displays



2 Access View Smartcard Contents screen

Press [View Smartcard Contents] screen

Result: Present smartcard message displays



3 Present smartcard

Present smartcard to reader

Result: Smartcard details display



Continued on next page

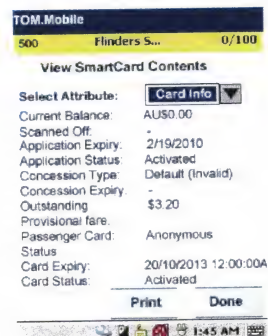


4 View myki details

- Select the type of information from the [Select Attribute] drop down menu
- View information displayed
- Remove myki from myki reader
- Press [Done]

Result: Validations menu displays

Note: Press [Print] twice to print myki details, if required



END OF PROCEDURE



3. Completing Sales Tasks

Contents

Topic	Procedure	Page
Sell new myki	Sell a new myki	14
Top up myki money	Top up myki money	16
Top up myki passes	Top up a myki pass	17
Renew myki passes	Renew a myki pass	19
Accept payments	Accept a payment	21
Reverse purchases	Reverse a purchase	22



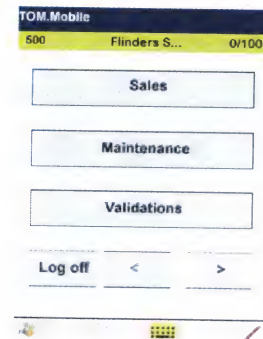
Sell new myki

Sell a new myki

1 Access Sales menu

Press [Sales]

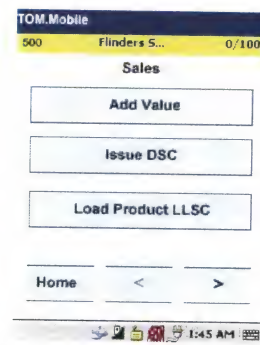
Result: Sales menu displays



2 Access Sales menu 2

Press [>]

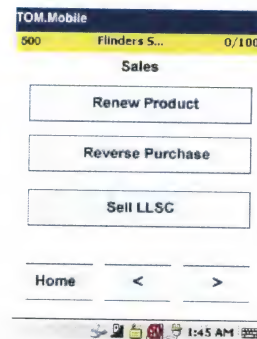
Result: Sales menu 2 displays



3 Access Sell LLSC screen

Press [Sell LLSC]

Result: Sell LLSC screen displays



4 Present new myki

Present new myki to the HHD

Result: Sell LLSC screen 1 of 1 displays



Continued on next page



5 Access Add Value screen

- Select the type of concession type from the [Concession Type] drop down menu
- Press [Add Value]

Result: Add Value screen displays

TOM.Mobile
500 Flinders S... 0/100
Sell LLSC (1 / 1)
Concession Type: Full Fare
Concession Expiry: 20 Oct 2013
Sales Fee: AU\$0.00
Deposit: AU\$0.00
Add Value
Load Product
Cancel

6 Decide action

Are you topping up a myki with myki money or a myki pass?

If ...	then...
myki money	GO TO STEP 3 OF TOP UP MYKI MONEY ON PAGE 16
a myki pass	GO TO STEP 3 OF TOP UP A MYKI PASS ON PAGE 17

END OF PROCEDURE



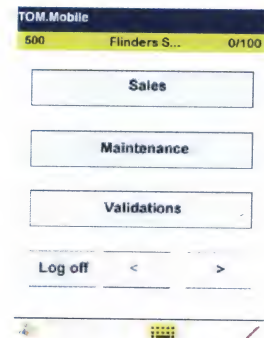
Top up myki money

Top up myki money

1 Access Sales menu

Press [Sales]

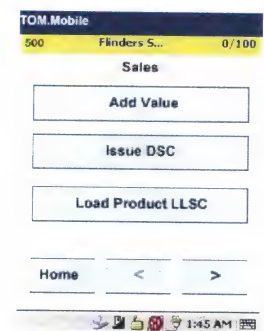
Result: Sales menu displays



2 Access Add Value screen

Press [Add Value]

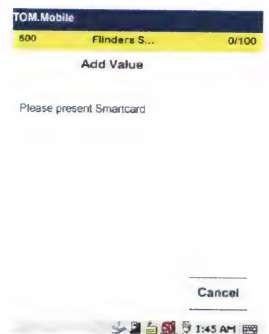
Result: Add Value screen displays
Please present smartcard message displays



3 Present myki

Present myki to myki reader

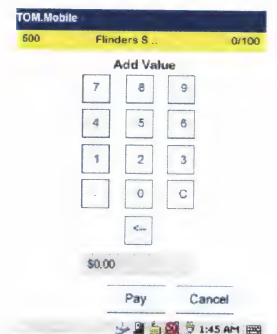
Result: Add Value 2 screen displays



4 Enter top up amount

- Enter the amount to be topped up
- Press [Pay]

Result: Payment screen displays



GO TO ACCEPT A PAYMENT ON PAGE 21

END OF PROCEDURE



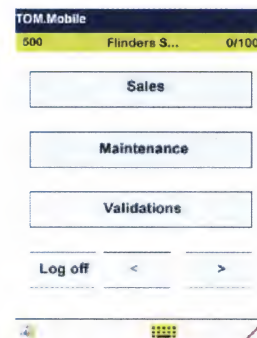
Top up myki passes

Top up a myki pass

1 Access Sales menu

Press [Sales]

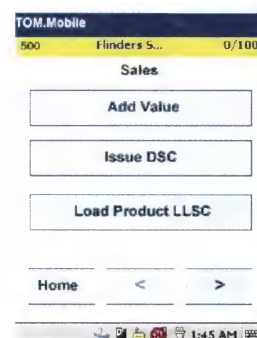
Result: Sales menu displays



2 Access Load Product LLSC screen

Press [Load Product LLSC]

Result: Load Product LLSC screen displays



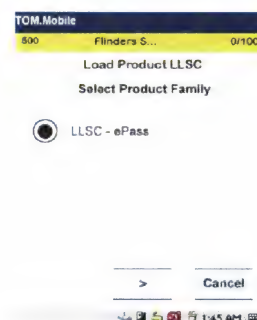
3 Access Load Product LLSC 2 of 4 screen

Present LLSC to reader

Select radio button

Press [>]

Result: Load Product LLSC 2 of 4 screen displays



4 Select zones

- Select the lowest numbered zone from the [Zone Low] drop down menu
- Select the highest numbered zone from the [Zone High] drop down menu
- Press [>]

Result: Load Product LLSC 3 of 4 screen displays



Continued on next page



5 Select passenger details

- Select the passenger type from the [Passengers] drop down menu
- Select the duration of the myki pass from the [Duration] drop down menu
- Press [Pay]

Result: Payment screen displays

Attribute	Value
Passengers	Full Fare
Duration	7
Date Range	1/01/2008 To 1/01/2018
Registration	False
Renewable	True
Fare	AU\$26.40

< Pay Reset Cancel

GO TO ACCEPT A PAYMENT ON PAGE 21

END OF PROCEDURE



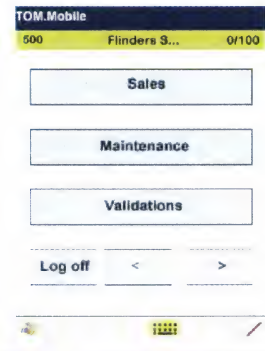
Renew myki passes

Renew a myki pass

1 Access Sales menu

Press [Sales]

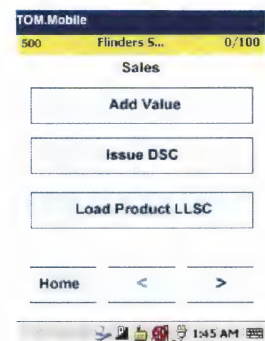
Result: Sales menu displays



2 Access Sales menu 2 screen

Press [>]

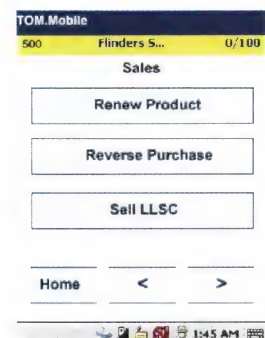
Result: Sales menu 2 displays



3 Access Renew Product screen

Press [Renew Product]

Result: Renew Product screen displays



4 Present myki

Present customer's myki to the myki reader

Result: Renew Product (Select Product) screen displays



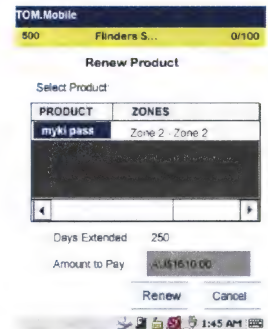
Continued on next page



5 Confirm myki pass renewal

Press [Renew]

Result: Payment screen displays



GO TO ACCEPT A PAYMENT ON PAGE 21

END OF PROCEDURE



Accept payments

Accept a payment

1 Select payment method

To accept a payment, select the appropriate procedure based on the payment type.

If the customer is paying by...	Then
Cash	<ul style="list-style-type: none"> Select [Cash] go to Step 2
EFTPOS	<ul style="list-style-type: none"> Select [EFT] go to Step 3,

The screenshot shows the 'Payment' screen on a TOM Mobile device. At the top, it displays 'TOM Mobile' and '93810001'. Below that, '500' and 'Flinders S...' are visible. The main heading is 'Payment'. Underneath, 'To Pay:' is followed by a text box containing 'AU\$140.12'. There are four buttons arranged in a 2x2 grid: 'Cash', 'Card', 'Cheque', and 'Voucher'. Below these is an 'EFT' button. At the bottom right is an 'Abort' button. The status bar at the very bottom shows '5:43 PM'.

2 Enter cash amount

- Enter payment amount
- Press [Pay]

The screenshot shows the 'Cash payment Details' screen on a TOM Mobile device. At the top, it displays 'TOM Mobile' and '93810001'. Below that, '500' and 'Flinders S...' are visible. The main heading is 'Cash payment Details'. There are four input fields with numeric keyboards: 'Non Cash Amount' (AU\$140.12), 'Cash Amount to Pay' (AU\$140.10), 'Received Amount' (AU\$0.00), and 'Returned Amount' (AU\$0.00). At the bottom are 'Pay' and 'Cancel' buttons. The status bar at the very bottom shows '5:47 PM'.

3 Decide action

Are you topping up a myki?

If...	and the myki is...	then...
yes	on the reader	<ul style="list-style-type: none"> Please remove smartcard message displays remove myki from myki reader Result: Print receipt pop-up displays go to Step 4, Decide action
yes	not on the reader	<ul style="list-style-type: none"> Result: Present smartcard message displays present myki to myki reader Result: Please remove smartcard message displays remove myki from myki reader Result: Print receipt pop-up displays go to Step 4, Decide action

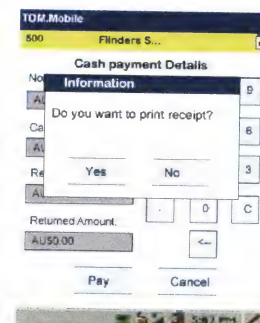
Continued on next page



4 Decide action

Do you want to print a receipt?

If...	then...
yes	<ul style="list-style-type: none">• press [Yes] Result: Print Preview screen displays• press [Print] Result: Receipt prints and Action successful message displays• press [OK]
no	<ul style="list-style-type: none">• press [No] Result: Action successful message displays• Press [OK]



END OF PROCEDURE



Reverse purchases

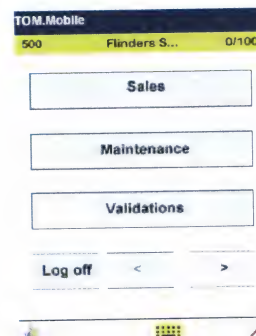
Notes: The purchase of an item can only be cancelled at the device where it was sold, e.g. at the same retail outlet within a specified amount of time.

Reverse a purchase

1 Access Sales menu

Press [Sales]

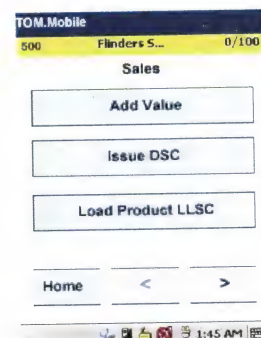
Result: Sales menu displays



2 Access Sales menu 2

Press [>]

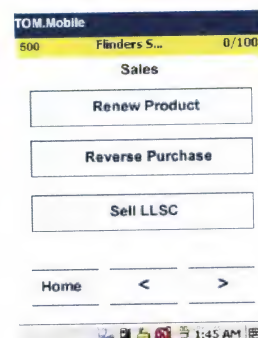
Result: Sales menu 2 displays



3 Access Reverse Transaction screen

Press [Reverse Purchase]

Result: Reverse Purchase screen 1/5 displays



Continued on next page



4 Present myki

Present the myki involved in the transaction to the myki reader

Result: Reverse Transaction screen 3/5 displays

TOM Mobile
500 Flinders S... 0/100
Reverse Purchase (1/5)
Please present smartcard or enter the Receipt Number
Receipt Number
Last Receipt Number: 11
Item Type: Add Value
> Cancel
1:45 AM

5 Confirm item being reversed

Press [>]

Result: Reverse Transaction screen 4/5 displays

TOM Mobile
500 Flinders S... 0/100
Reverse Purchase Item for Reversal (3/5)
Receipt Number: 12
Smartcard ID: 308425004862NNN
Item Type: Add Value
Item Description:
Value: 50.00
Quantity: 1
> Cancel
1:45 AM

6 Confirm reversal

Press [>]

Result: Reverse Transaction screen 5/5 displays

TOM Mobile
500 Flinders S... 0/100
Reverse Transaction (4/5)
Present all smartcards of the sales transaction to revert transactions
Receipt: 12
Smartcard ID Item Type Item Desc
✓ 3084260048623NNN Add Value
> Cancel
1:45 AM

7 Complete reversal

Press [Finish]

Result: Receipt of Reversal screen displays

Press [Print]

Result: Receipt prints

Remove myki from myki reader

Provide refund to customer

TOM Mobile
500 Flinders S... 0/100
Reverse Purchase (1/5)
Please return following amount to the customer
Reversal in Cash
Amount: \$50.00
Finish Cancel
1:45 AM

END OF PROCEDURE



4. Completing Supervisor Tasks

Contents

Topic	Procedure	Page
Changing Supervisor PINs (Supervisor only)	Change your own supervisor PIN	26
Resetting Operator PINs (Supervisor only)	Reset an operator PIN	27
Force communications	Force communications with ARCOS	29



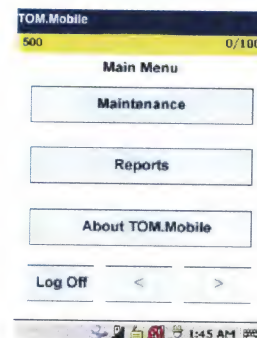
Changing Supervisor PINs (Supervisor only)

Change your own supervisor PIN

1 Access Maintenance menu

Press [Maintenance]

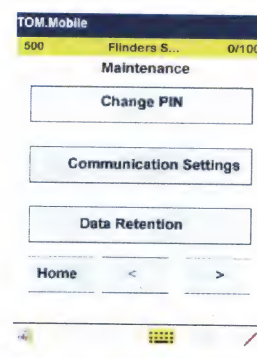
Result: Maintenance screen displays



2 menu

Press [Change PIN]

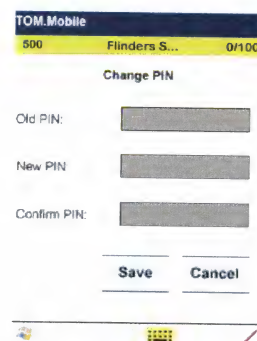
Result: Change PIN screen displays



3 Enter PIN details

- Enter your:
 - old PIN in the [Old PIN] field
 - new PIN in the [New PIN] field
 - new PIN in the [Confirm PIN] field
- Press [Save]

Result: Supervisor PIN is changed



END OF PROCEDURE



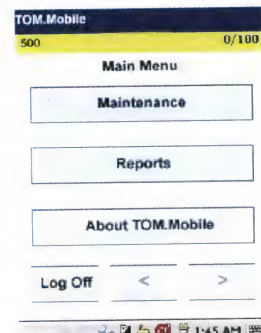
Resetting Operator PINs (Supervisor only)

Reset an operator PIN

1 Access Maintenance menu

Press [Maintenance]

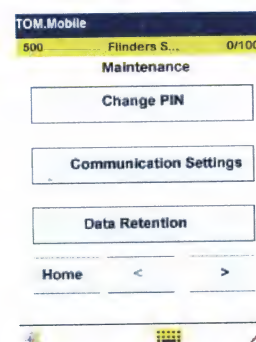
Result: Maintenance menu displays



2 Access Maintenance menu 2

Press [>]

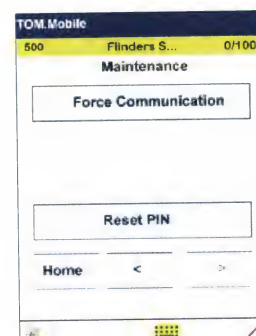
Result: Maintenance menu 2 displays



3 Access Reset PIN screen

Press [Reset PIN]

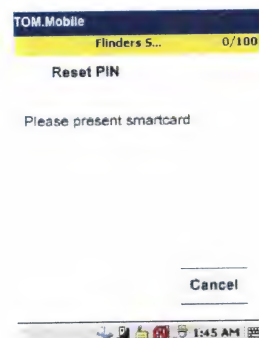
Result: Reset PIN screen displays



4 Present staff access card

Present staff access card to myki reader

Result: PIN reset successfully message displays



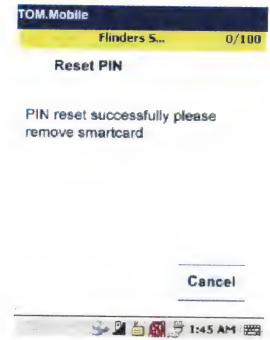
Continued on next page



5 Remove staff access card

Remove staff access card from myki reader

Result: Operator or supervisor will need to select new PIN the next time they log on



END OF PROCEDURE



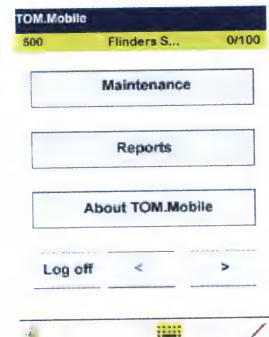
Force communications

Force communications with ARCOS

1 Access Maintenance menu

Press [Maintenance]

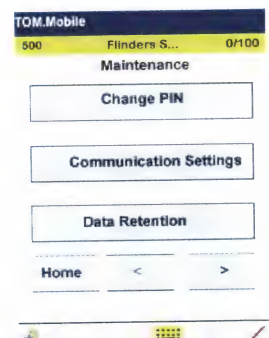
Result: Maintenance menu displays



2 Access Maintenance menu 2

Press [>]

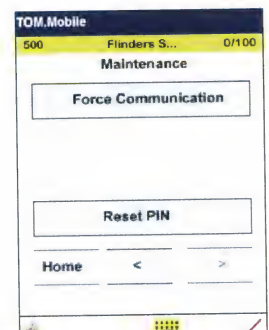
Result: Maintenance menu 2 displays



3 Access Force Communications screen

Press [Force Communication]

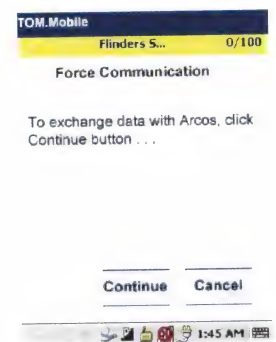
Result: Force Communications screen displays



4 Force communications

Press [Continue]

Result: Communications are forced



END OF PROCEDURE



5. Ending Shifts

Contents		
Topic	Procedure	Page
Log off HHDs	Log off the HHD	32



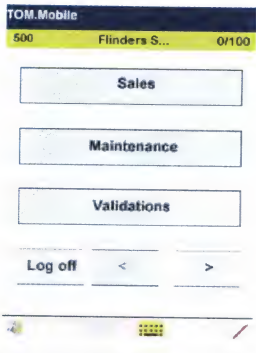
Log off HHDs

Log off the HHD

1 Select Log Off

Press [Log Off]

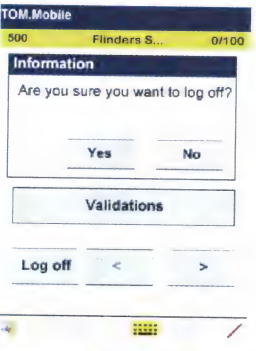
Result: Are you sure you want to log off? Message displays



2 Confirm Log Off

Press [Yes]

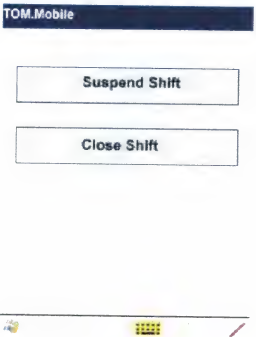
Result: Log off menu displays



3 Decide action

Do you want to suspend or close the shift?

If you want to...	then...
suspend the shift	press [Suspend Shift] Result: Shift is suspended and Logon screen displays
close the shift	<ul style="list-style-type: none">press [Close Shift] Result: Present staff access card message displayspresent staff access card to the myki reader Result: Shift is closed , Logon screen displays and reports printremove staff access card from myki reader



END OF PROCEDURE

Important: Please ensure the HHD is shut down and turned off once a week so it can be updated with new data when started up again. START UP MUST HAPPEN IMMEDIATELY AFTER SHUTDOWN IS COMPLETE.



6. Taking Care of Equipment

Topic	Procedure	Page
Take Care of HHDs	Clean a Psion	34
	Reload Printer Paper	35



Take Care of HHDs

Clean a Psion

1 Wipe HHD

Wipe gently with a soft, damp cloth lightly moistened with water only

Warning:

DO NOT spray liquids or use soap on the HHD

END OF PROCEDURE



Reload Printer Paper

1 Remove Printer Cover

Press printer cover and push in the direction of the arrow

Result: Printer cover opens

2 Replace Printer paper

- Place printer paper in the printer.
- Paper end must come from under the printer

Result: Printer paper is reloaded

Note: Paper jams may also be cleared following the above steps.

END OF PROCEDURE



7. Troubleshooting

Contents

Topic	Procedure	Page
Troubleshooting	Logging on	38
	Viewing smartcard details	38
	Topping up myki	38



Troubleshooting

Logging on

Problem	Screen will display ...	Action
Operator not authorised to use HHD	Operator not authorised to perform any function on device	Contact store supervisor
Incorrect PIN entered	Asterisk disappear from Password field	Re-enter PIN
ARCOS error	Error message related to ARCOS	Press [No]
Time synchronisation	Error message related to time synchronisation	Press [OK]

Viewing smartcard details

Problem	Screen will display ...	Action
myki is blocked	reason for blocking	Follow defined business process
myki reader not reading myki	no myki information	Advise the customer that the myki may be faulty Follow defined business process

Topping up myki

Problem	Screen will display ...	Action
myki is blocked	reason for blocking	Follow defined business process
myki reader not reading myki	no myki information	Advise the customer that the myki may be faulty Follow defined business process

Systems

Problem	Screen will display ...	Action
Device Freezes	no movement	Close down and restart HHD
System Exception Error	Error message	Press OK to continue if available OR Close down and restart HHD
Device is in Maintenance Mode	Message saying it is in maintenance mode	Close down and restart HHD

8. HHD Basics

Topic	Procedure	Page
Use the Psion HHD Keyboard	Open and close the Input Panel on a Psion HHD	40



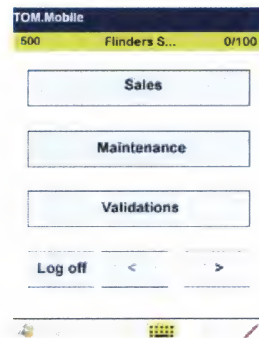
Use the Psion HHD Keyboard

Open and close the Input Panel on a Psion HHD

1 Open the input panel

Click the [Open input panel] icon 

Result: Input Panel Displays



2 Move input panel

- Click the grey bar at the top of the input panel
- Drag the input panel to the desired location

Result: Input panel is moved



3 Close the input panel

Click the [Close input panel] icon 

Result: Input panel closes



END OF PROCEDURE



myki.com.au

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In the event of a Robbery	8



Reports

In order for you to be able to manage your business successfully you need to be informed about how your business is performing on an annual, monthly, weekly and daily basis.

To assist in this regard, TTA will make available a number of reports that you can access so that you can monitor your daily sales projections and adjust or address them in a timely manner. These reports are available in a number of formats.

HHD Terminal Reports

The HHD compiles all transactions conducted through the terminal. You are able to access certain information as reports printed from the HHD terminal.

The reports can be used as a guide for planning, tracking and reconciling.

Please refer to your HHD Operator Manual (in this folder) for more details on how to access, print and interpret HHD terminal reports.

Retail Portal Reports

The Retail Portal compiles all transactions conducted through the portal. You are able to access certain information as reports printed from the Retail Portal.

The reports can be used as a guide for planning, tracking and reconciling.

Please refer to your Retail Portal Operator Manual (in this Guide) for more details on how to access, print and interpret portal reports.

Retail Portal User Guide

The user guide provides more detailed information on:

1. Claims Report
2. Sales Transaction List Report
3. Sales transaction Summary Report
4. Daily Settlement Report

Recipient Created Tax Invoices

The Recipient Created Tax Invoice (RCTI) serves two purposes:

1. As a transaction statement, presenting all debits and credits made by TTA from your account.
2. As a statement of GST related transactions generated by the TTA component of your business.

TTA calculates this on your behalf.



Settlement of Accounts

A proportion of TTA's revenue is generated through the retail distribution network. Money paid by public transport patrons to you for the purchase of myki transport products is collected and temporarily retained by you on trust.

The retail partnership works because each sale generates a commission (or service fee) for you. The more you 'sell', the more your commission grows.

The current rates of commission payable and service fee(s) for each myki transport product can be found in your myki Outlet Standards (as part of the myki Outlet Agreement) detailed in the Contractual Information section of this Guide.

In accordance with the myki Agreement, discounting or charging any variation on established prices for myki transport products is expressly forbidden. Your Agreement will be immediately terminated if you are discounting or charging any variations for myki transport products, unless you receive written confirmation from TTA to the contrary.

Settlement Process

Product Pricing

The State Government of Victoria establishes the Total Ticket Costs charged for transport products and publishes them in the Victorian Fares and Ticketing Manual each year. This cost does not include your commission or service fee.

Electronic Banking

TTA has a direct debit banking process in place to settle amounts due for the accounting period direct debit (sweep process).

Each day TTA's trading bank (Westpac Bank) performs a direct debit, or 'sweep' of all retailers' nominated bank accounts to recover monies held on trust by you to TTA.

You must ensure that all monies due to TTA have been deposited in your nominated bank account each day. The amount that TTA will debit will be a net charge (less your commission/card issuing payment) for the previous accounting period transactions (ie previous day). All transactions processed on a Saturday and Sunday (or public holiday) will be debited from your account on the next available TTA business day.

The debit or credit amount is detailed in the Daily Settlement Report (see above).

TTA may change to the above accounting periods (daily sweep) by providing you with written notice as indicated in your myki Agreement.

Failure to ensure sufficient funds (held on trust) are in your nominated bank account to cover the net payments due to TTA on each daily direct debit (sweep) period is covered by specific sanctions.



Payment Problems

TTA adopts a partnership approach to the retail network. Communication is essential if you experience any payment problems.

You will be contacted directly (next business day) should TTA receive notification that your direct debit (sweep) was returned unsuccessfully. In such an event, you will be advised that the outstanding amount will be included in the next available direct debit (sweep), in addition to the current daily amount. You will also be advised if a dishonour fee will be added due to failure to meet your obligations under your myki Agreement.

In the event that you know you are going to experience payment problems, please contact TTA Accounts Receivable for advice (see Contacts Page) or your Retail Account Manager before midday on, or the day before, the direct debit is due.

As you are an independent contractor of TTA for the purpose of collecting money from the sale of myki transport products you have no right to retain these funds. Failure to remit funds on the due date is a serious breach of the Agreement.

If any financial matter cannot be resolved promptly, your myki Agreement may be suspended or terminated.

Operator Help Desk

The Operator Help Desk provides support for technical and system difficulties or any general matter relating to myki issues.

When you call the Operator Help Desk you will be asked a series of questions to confirm your identity. This is to ensure that your personal information is being discussed with the right person - you!

The Privacy Act has principles and rules about the way organisations must handle personal information and these include rules about keeping the information secure and who the organisation can give it to. The Operator Help Desk will use personal information such as your full name, address and other contact details as a way of verifying or checking your identity when you call to discuss your business.

On rare occasions, it may be difficult to get in touch with the Operator Help Desk, especially if there is a major problem with the NTS affecting all members of the retail network. In such an event, the Operator Help Desk will most likely contact you by phone, fax, email or an SMS message to let you know what the problem is and when TTA expect it to be fixed.

The Operator Help Desk liaises directly with the Technical Services team to ensure that any difficulty you may be experiencing with the HHD (or Retail Portal) will be dealt with quickly and efficiently.

The Operator Help Desk staff will **not** release sensitive or confidential information that may impact on the level of sales within the myki outlet (or retail network) or could endanger a public transport patron's privacy.

For more details on the types of assistance and functionality available from the Operator Help Desk, please see the laminated Operator Help Desk Card placed in the plastic insert wallet (with the quick reference guide) at the front of this Guide.



Distribution of myki Supplies

All myki related supplies and products are warehoused at various locations providing you with the stock and consumables necessary to operate a myki retail business.

The Retail Portal is your primary tool to enable you to place orders for replenishment stock and consumables. You may also call the Operator Help Desk who can place orders on your behalf if you are experiencing difficulties accessing the Retail Portal.

All orders are processed to ensure that the supplies you require to meet the needs of your myki public transport patrons are delivered on a set time each week or month.

The Retail Portal User Manual (supplied in this Guide) will assist you in placing orders.

Please note, you do **not** need to place orders for myki cards as these products are automatically 'triggered' in the NTS. If you wish to place an order for additional cards, this must be ordered via the Retail Portal.

TTA's dispatch and distribution procedure has been negotiated with a highly reputable third party courier to ensure high standards and securely packaged goods are delivered to you. Where email is available, the intention is that the retailer will receive written confirmation of dispatch via email notification.

Each time TTA dispatch any items to your business you will be required to sign for delivery. This is an electronic signature that acknowledges proof of delivery (POD) and is communicated back to the warehouse facility.

You **must** follow the correct procedures for ordering and delivery of supplies as these will help to ensure the professional and successful myki operation of your business.

NOTE: all deliveries are at no cost to you or your business.

What is delivered?

- myki patron cards (4 types)

The warehouse will provide you with your replenished delivery of myki patron cards (4 types) in accordance with the default trigger set in the NTS specific to your business. Essentially, this is a TTA internal consignment system. Generally you will not need to order myki patron cards.

There is no cost to you for myki patron cards. You will however receive a card issuing fee each time you issue a new card (as detailed in your myki Outlet Standards).

- myki consumables

Remember that you must always have an adequate supply of myki consumables (eg. Thermal Paper Rolls etc) on hand at all times.



- Point of Sale (POS)

The warehouse will also deliver myki POS materials and myki brochures for display and dissemination at your business.

These marketing and promotional items will be part of a broad marketing campaign to launch and promote myki transport products and increase public transport patron awareness and uptake to myki.

Please order such items via the Retail Portal noting any particular packaging instructions by the box, bundle or individually. For example, if you require *Melbourne's Guide to myki* brochures, order **one bundle**, not 50 individual brochures.

myki Orders, Deliveries & Returns

The maximum number of orders a myki agent can place via the Retail Portal per **MONTH** is limited to **ONE** (1) only. Remember, you generally do not need to place orders for myki patron cards as these are consigned.

Occasionally, TTA may ask you to return items (for example, out of date myki brochures) and have them ready for when the courier arrives. TTA will ensure that you receive sufficient notice.

When you receive and sign for a delivery it is important that you open your package as soon as possible. Please check the items received against your packing slip and take the time to read any instructions / notices. If there is a discrepancy, please contact the Operator Help Desk immediately.

Placing Orders

It is your responsibility to monitor your inventory and stock levels and place orders for the required items.



Maintenance and Technical Problems

HHD

Like all electronic appliances, the HHD may from time to time experience some technical issues. In the event that you are experiencing problems (ongoing or otherwise), you need to contact the Operator Help Desk and explain clearly what the problem is.

If the problem cannot be resolved satisfactorily by the Operator Help Desk staff then a technical fault will be issued and a trained technician will visit your retail business.

It is important that you do not 'de-face or personalise' the HHD provided to you on loan by TTA.

HHD Thermal Paper Rolls

HHD terminals use custom-made thermal paper rolls to print reports, receipts etc. You must have at least two (2) spare thermal paper rolls on hand at all times for the HHD terminal.

Please note that HHD thermal paper rolls are expensive items. Do not discard portions of the rolls. Please use each roll to the end. Do not use terminal rolls in the HHD terminal other than those supplied by TTA.



Security

The following guidelines are designed to help you reduce the likelihood of robbery occurring and indicate what to do in such an event.

How to Minimise Risks

The most important safety device in preventing robbery is your own good training, judgment and common sense. Experience has proven that well-trained personnel, who follow prevention steps, can greatly reduce the threat of robbery or burglary.

- Keep important phone numbers close at hand. These should include The Police / Ambulance / Operator Help Desk.
- Ensure all store lights are working.
- Do not count cash in presence of customers.
- Be aware of your surroundings so that you will know when something suspicious occurs.
- Be alert and use all your senses.
- Do not keep large amounts of cash in your cash drawer.
- Alter the times of your cash pick-ups and deposits during the day.
- Follow instructions and abide by regulations in force in the store which relate to safety and security.

Safe Cash Handling

- Have a safe on your property and keep it locked at all times when not in use.
- Do not keep large amounts of cash on the premises overnight.
- Count cash in a locked room out of sight.

HHD Terminal - Specific Security Procedures

- Always end a shift and sign off the HHD terminal at night or when closed or when your HHD terminal is unattended for long intervals.
- Ensure no unauthorised person gains access to your HHD terminal as they may generate valid myki transport products at great cost to you.
- Do not write down sign on PIN numbers. Try to memorise them.
- "Daily settlement reports" for the previous days transactions are available the following day once a shift has been logged off.
- Do not allow untrained staff to operate the HHD terminal.
- Keep all un-used (inactivated) myki patron cards in a safe and secure area.

In the event of a Robbery

As soon as it is safe to do so, inform the police authorities. Then, please report the event to the Operator Help Desk.





user guide: retail portal

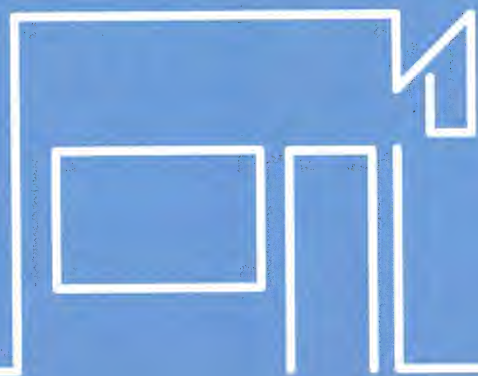


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Procuring Consumables	23

1. Card Management

Topic

Procuring bulk transit cards

Procedure

Order bulk transit patron cards

Page

6



Procuring bulk transit cards

About

This topic contains information about ordering bulk myki.

This topic includes the following procedure:

- Create a myki purchase service request

Smartcards that can be ordered

The following table lists the smartcards that can be ordered using this procedure.

Examples

myki



Order Bulk Transit Cards screen



Order Bulk Transit Cards

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Finance Management ▶
- Procure Consumables ▶

Service Location Device Type Card Product Code

© Copyright 2009

Field/button

Description

Search criteria

Service Location	Location of device from which smartcards will be sold
Device Type	Type of device from which smartcards will be sold
Card Product Code	Code assigned to a smartcard product
Search	Click to submit search
Clear	Click to clear data from all fields




Order bulk transit patron cards

1 Access Order Bulk Transit Cards screen


Select Card Management > Procure Cards > Bulk Transit Patron Cards

Result: Order bulk transit cards screen displays


2 Select service location

- Click  next to the [Service Location] field
- Select the service location

3 Select device type

- Click  next to the [Device Type] field
- Select the device type

4 Select card product code

- Click  next to the [Card Product Code] field
- Select the card product code

5 Submit search

Click [Search]

Result: Search results display

END OF PROCEDURE



Order Bulk Transit Cards (screen 2)



Order Bulk Transit Cards

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Finance Management ▶
- Procure Consumables ▶

Service Location Device Type Card Product Code

Displaying 1-1 of 1 Records Results per page 10 [20](#) [50](#) [100](#)

	Product Code	Product Description	Service Location	Device Name	Ordered Qty	Onhand Qty	Reorder Level	Safety Stock Level
<input type="radio"/>	1NTSN004157	BULKANOCON	TTA Retail Location	BDC	200	0	200	50

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Field/button

Service Location
Device Type
Card Product Code
Search
Go Back

Description

Location of device from which smartcards will be sold
Type of device from which smartcards will be sold
Code assigned to a smartcard product
Click to submit order
Click to return to Order Bulk Transit Cards screen



Order bulk transit cards (screen 2)

1 Select relevant product

Click radio button matching product details

2 Submit order

Click [Order]

- Result: Service request is created for order

END OF PROCEDURE



2. Customer Relationship Management

Topic	Procedure	Page
System Participants System Participants	Create a service request	12
General Enquiries	View or update SR	15



System participant general enquiries

About

This topic contains information about creating, viewing and updating general enquiries via the web portal. It includes the following procedures:

- Create a service request
- View or Update a service request

General enquiry types

The following types of enquiries can be made using this procedure. Each enquiry will be forwarded to the relevant business unit.

- Complaints
- General feedback
- Enquiries

System Participants General Enquiries

System participant general enquiries – Create SR Screen



System Participant General Enquiry - Create SR

- Card Management ▶
- Customer Relationship Management ▶
- Reports ▶
- Finance Management ▶
- Procure Consumables ▶

Request Type *

Status *

Business Unit ☒ OpCo ☐ TopCo [NTS Operator helpDesk](#)

Category *

Subject *

Description *

Supporting Document

Device ID

Report Id

Report Processing Date

Card Returned To Opco ☐

Field

Request Type

Status

Category

Business Unit

Report ID

Device ID

Card Returned to Opco

Report Processing date

Supporting Document

Browse

Subject

Description

Visible Topco

Visible Opco

Submit

Clear

Description

List of request types

Displays status of report

List of categories

List of business units to which a request can be assigned

ID number of report

ID number of Device

Select Yes or No

Date report is processed

Name of supporting documents attached to request

Click to locate and attach supporting documents

Subject of enquiry

Description of enquiry

Request is visible to Topco if checked (TTA Operations)

Request is visible to Opco if checked Kamco Operations)

Click to submit enquiry

Click to clear all fields



Create a service request

1 Access General Enquiry - Create SR screen

Select Customer Relationship Management > System Participants General Enquiries > Place Service Request

Result: General Enquiry - Create SR screen displays

2 Select general enquiry details

Select the:

- request type from the [Request Type] drop down menu
- category from the [Category] drop down menu
- business unit type from the [Business Unit] drop down menu

3 Enter IDs

Type the:

- report ID number in the [Report ID number] field
- device ID number in the [Device ID] field

4 Select card returned to Opco

If the customer has:

- returned the myki to Opco, select Yes from the [Card returned to Opco] drop down menu
- not returned the myki to Opco, select No from the [Card returned to Opco] drop down menu

5 Attach supporting documents

Click [Browse]

Result: Choose File window opens

Browse for supporting documents

Click [Open]

Result: Supporting document is attached to enquiry
[Supporting Documents] field is populated

Continued on next page



6 Enter enquiry descriptions

Type the:

- subject of enquiry in the [Subject] field
- description details in the [Description] field
- resolution details, if any, in the [Resolution] field

Note: Ensure these descriptions are clear and succinct

7 Submit enquiry

If the request is to be visible to the:

- Topco, click the [Visible Topco] check box
- Opco, click [Visible Opco] check box

Result: Enquiry is submitted

8 Submit enquiry

Click [Submit]

Result: Enquiry is submitted

END OF PROCEDURE



System Participant General Enquiry - View or Update SR screen



System Participant General Enquiry - View Update SR

Card Management ▶	Request Type <input type="text"/>	Request Category <input type="text"/>	Request Number <input type="text"/>
Customer Relationship Management ▶	Status <input type="text"/>	Date From <input type="text"/>	Date To <input type="text"/>
Reports ▶	<input type="button" value="Search"/> <input type="button" value="Clear"/>		
Finance Management ▶	<input type="button" value="Create"/>		
Procure Consumables ▶			

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Field	Description
Search criteria	
Request Type	List of request types
Request Category	List of categories of enquiries
Request Number	Exclusive request number
Date From	Click to select Date From
Date to	Click to select Date To
Status	Status of request
Search	Click to activate search
Clear	Click to clear all search fields
Search results	
Request ID	Unique enquiry/request number
Request Type	Type of enquiry/request
Request Category	Category of enquiry/request
Service Provider	Service provider who created the enquiry/request
Business Unit	Business unit who is processing the enquiry/request
Status	Current status of enquiry/request
Req. Creation Date	Date enquiry/request was created
Details	Click to view or update enquiry/request details



View or update SR

1 Access General Enquiry - View or Update SR screen

Select Customer Relationship Management > System Participants General Enquiries > View or Update Service Requests


Result: General Enquiry - View or Update SR screen displays

2 Select search criteria

Select the:


- business unit type from the [Business Unit] drop down menu
- request type from the [Request Type] drop down menu
- category from the [Request Category] drop down menu
- add request number to the [Request Number] field
- status from the [Status] drop down menu

3 Select start date of search

- Click  next to the [Date From] field
- Select the date required

Result: Date From field is populated

4 Select end date of search

- Click  next to the [Date To] field
- Select the date required

Result: Date To field is populated

5 Submit search

Click [Search]

Result: Search results display

6 Access service request details

Click [Details] next to the appropriate service request

Result: General Enquiry details display

7 Decide action

Do you want to update the service request?

If...	then...
no	click [Go Back] NO FURTHER ACTION REQUIRED
yes	click [Update] Result: Service request is updated

END OF PROCEDURE



3. Finance Management

Topic	Procedure	Page
Making Settlement Claim Requests	Create a settlement claim request	19
	View a settlement claim request	21



Making Settlement Claim Requests

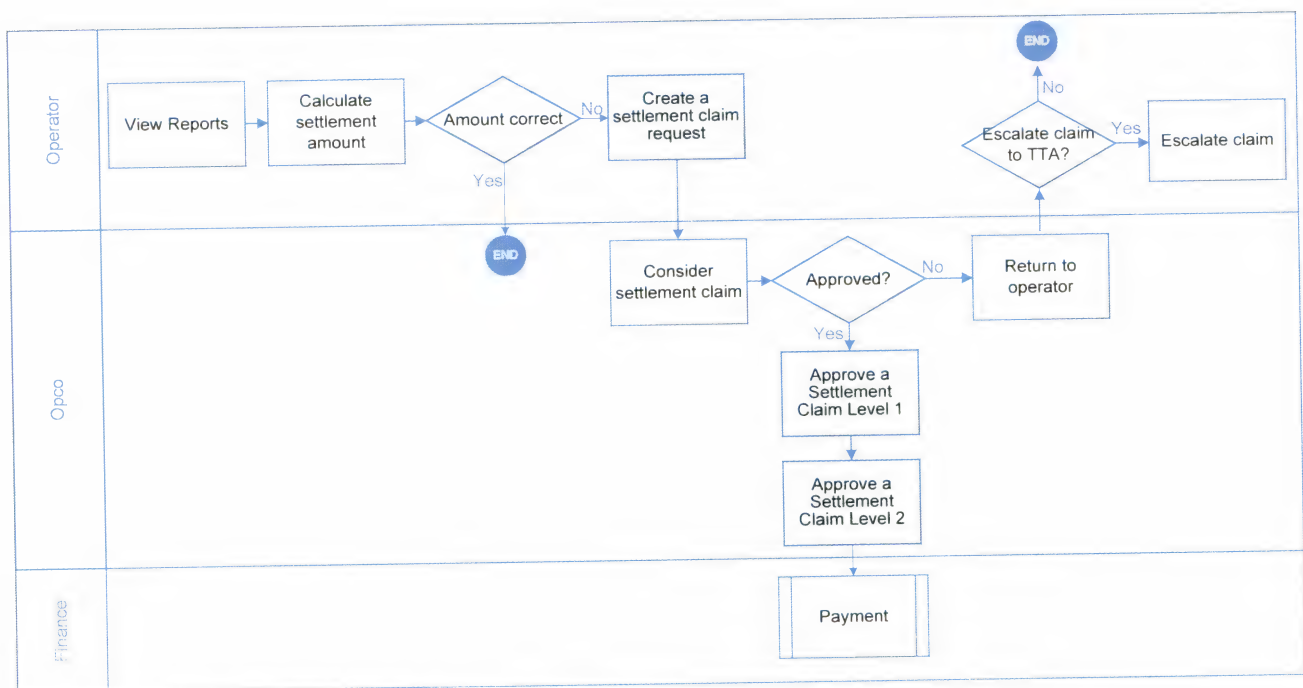
About

This topic contains information about settling claims via the web portal. Approved settlement claims are processed when there is a dispute about the original settlement amount. This topic includes the following procedures:

- Create a settlement claim request
- View a settlement claim request

Process

The following diagram outlines the process followed to process settlement claims.



Settlement Claim – Create SR screen

myki
Retailer - TTA Retailer
Welcome Training
Logout

Settlement Claim - Create SR

Card Management ▶
Customer Relationship Management ▶
Reports ▶
Finance Management ▶
Procure Consumables ▶

Claim Date :
Claim Amount :
Service Provider : TTA Retailer
Supporting Documents :
Claimant Comment :

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Field/button	Description
Claim Date	Date claim was made
Claim Amount	Amount being claimed
Service Provider	Defaults to name of service provider
Supporting Documents	Name of attached document to support claim
Browse	Opens browse window to find and attach document
Claimant Comment	Comments to support claim from service provider
Submit	Click to submit request
Cancel	Click to clear all fields




Create a settlement claim request

1 Access Settlement Claim – Create SR screen

Select Finance Management > Settlement Claim > Place Service Request

Result: Settlement Claim – Create SR screen displays

2 Select claim date

- Click  next to the [Claim Date] field
- Select the date that claim was made

Result: Claim Date field is populated

3 Enter claim details

Type the:

- claim amount in the [Claim Amount] field
- issuer number in the [Issuer] field

4 Attach supporting documents

Click [Browse]

Result: Choose File window opens

Browse for supporting documents

Click [Open]

Result: Supporting document is attached to enquiry
[Supporting Documents] field is populated

5 Enter claimant comment

Type any claimant comment in the [Claimant Comment] field

6 Submit request

Click [Submit]

Result: Claim request is submitted

END OF PROCEDURE



Settlement Claim - View Service request screen



Card Management ▶ Service Provider: Status: Date From: Date To: Request Number:

Customer Relationship Management ▶ TTA Retailer

Reports ▶ Number of records per page:

Finance Management ▶ 10

Procure Consumables ▶

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Field/button	Description
Search criteria	
Service Provider	Defaults to name of service provider
Status	Status of request
Date From	Click to select start date for search
Date To	Click to select end date for search
Request Number	Exclusive request number
Search	Click to start search
Clear	Click to clear all fields
Number of records per page	
Search results	
Service Req #	Unique service request number
Service Provider	Name of operator
Claim Date	Date of claim
Claim Reason	Reason for claim
Claim Amount	Amount being claimed
Status	Current status of claim. Includes created, approved, final approved, rejected and settled
Reject Reason	Reason claim was rejected, if any
Approved Claim Amount	Claim amount that has been approved by Finance
Support Doc URL	Click to open uploaded supporting documents




View a settlement claim request

1 Access Settlement Claim – View or Update SR screen


Select Finance Management > Settlement Claim > View Service Request

Result: Settlement Claim – View or Update SR screen displays

2 Enter search criteria

- Select status of service request from [Status] drop down menu
- Click  next to the [Date From] field
- Select the date from which to search

Result: Date from field is populated

- Click  next to the [Date To] field
- Select the date from which to search

Result: Date to field is populated

Enter the request number in the [Request Number] field

3 Submit search

Click [Search]

Result: Search results display

4 Decide action

Do you wish to view a claim's supporting documentation?

if...	then...
yes	click related icon in [Claim URL] column NO FURTHER ACTION REQUIRED
no	NO FURTHER ACTION REQUIRED

END OF PROCEDURE



4. Procure Consumables

Topic	Procedure	Page
Procuring Consumables	Create a purchase and distribution of consumables service request	25
	Create a purchase and distribution of consumables view service request	27



Procuring Consumables

About

This topic contains information about approving the procurement of consumables via the web portal. It includes the following procedure:

- View, approve or reject a consumable procurement request

Devices available for procurement

The following table lists the consumables that can be procured using this procedure.

Examples

Hand Held Device Printer paper roll



Purchase and Distribution of Consumables (Create SR) screen

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Field/button	Description
Service Provider	Name of the stakeholder
Requested Delivery Date	Date requested for delivery
Service Location	Location to which maintenance will be delivered
Item	Item required, selected from drop down menu
Quantity	Quantity required
Add	Click to add order
Clear	Click to clear all fields
Search results	
Item	Consumable type to be delivered
Quantity	Number of consumables to be delivered
Delete	Click to remove item from order
Submit	Click to submit order
Cancel	Click to cancel order




Create a purchase and distribution of consumables service request

1 Access Purchase and Distribution of consumables service request screen

Select Procure Consumables > Place Service Request


Result: Purchase and Distribution of Consumables Create SR screen appears

2 Enter delivery date

- Click  next to the [Request Delivery Date] field
- Select the date you would like delivery


Result: Date to field is populated

3 Enter service location

- Click  next to the [Service Location] field
- Select the required service location

Result: Service location field is populated

4 Select item

- Click  next to the [Item] field
- Select the required item

Result: Item field is populated

5 Enter quantity

- Enter quantity required

6 Add item

Click add from the [Add] field

Result: Added item displays on screen

END OF PROCEDURE



Purchase and Distribution of Consumables (View SR) screen



Purchase and Distribution of Consumables - View SR

Card Management	▶ Service Provider:	Service Location:	Request Number:	Status:		
Customer Relationship Management	<input type="text" value="TTA Retailer"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Clear"/>
Reports	▶ Number of Records per Page:					
Finance Management	<input type="text" value="10"/> ▼					
Procure Consumables	▶					

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Field/button

Description

Service Provider	Name of the stakeholder
Service Location	Location to which maintenance will be delivered
Request Number	Exclusive request number
Status	Item required, selected from drop down menu
Search	Click to add order
Clear	Click to clear all fields

Search results

Service Request #	Number of service request
Service Provider	Name of service provider
Service Location	Location to which change will be delivered
Requested Delivery Date	Date of delivery




Create a purchase and distribution of consumables view service request

1 Access Purchase and Distribution of consumables view service request screen

Select Procure Consumables > View Service Request

Result: Purchase and Distribution of Consumables View SR screen appears

2 Enter service location

- Click  next to the [Service Location] field
- Select the required service location

Result: Service location field is populated

3 Enter request number

Enter service request number

4 Select status

- Select the status of the service request from the drop down menu in the [Status] field

Result: Status field is populated

5 Enter quantity

- Click the [Search] field to start the search for the service request

END OF PROCEDURE



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NTS5096 V5.0
NTS-D-1442A

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user guide: retail reports

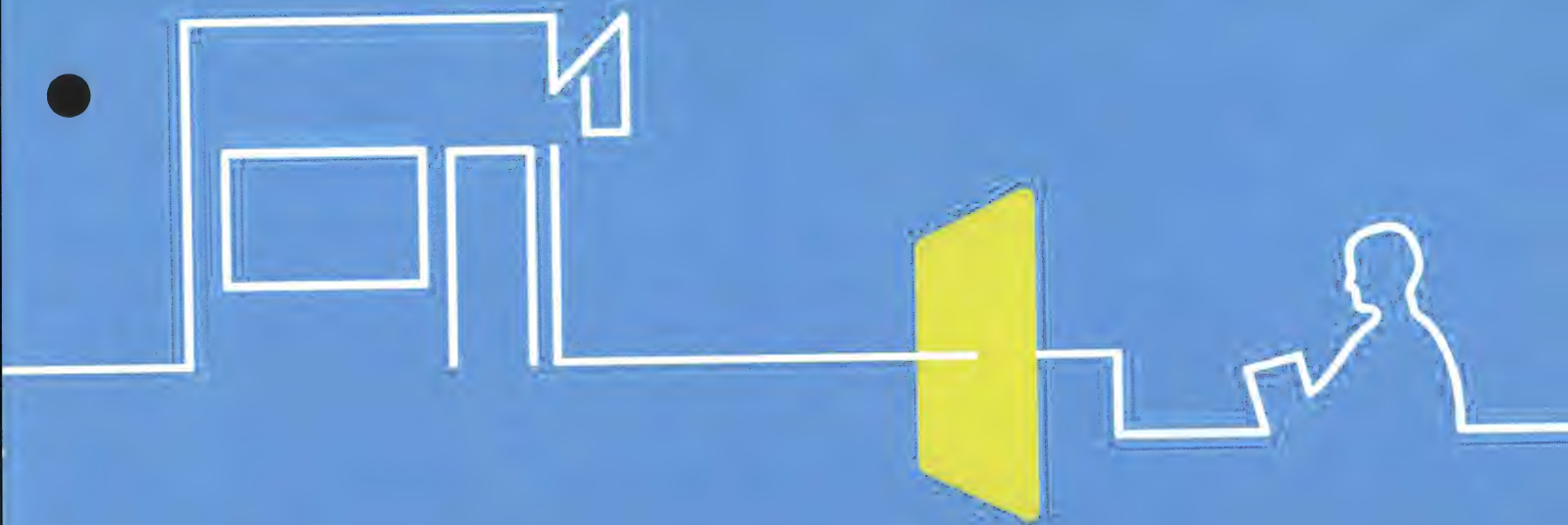


Table of Contents

1. Claims Report	1
2. Sales Transaction List Report	3
3. Sales Transaction Summary Report	5
4. Daily Settlement Report	7
5. Recipient Created Tax Invoice	9

1. Claims Report

Report description

This report lists the claims made by a service provider within a specified date range

This report can be used to keep track of claims, and includes:

- service request number
- the amount claimed, and
- the amount authorised for payment.

Sample Claims report

Report Run Date & Time 26/05/2010

Page 1 of 2

Report ID: 0-005

CLAIMS REPORT

Operator: Report User

From Date 25/05/2010 2:00:00AM
Service Provider Retailer

To Date 26/05/2010 2:00:00AM

Service Request	Claim Date	Service Provider	Claim Amount	Claim Status	Authorized Amount
01234	01/01/10	Retailer	\$572.10	Rejected	
02345	01/01/10	Retailer	365.50	Approved	\$353.50
03456	01/01/10	Retailer	1,284.90	Pending	

End of Report

Report data

Field

Service Request
Claim date
Service provider
Claim amount
Claim status
Authorized amount

Description

Service request number
Date claim was lodged
Name of service provider
Amount being claimed by service provider
Current status of claim
Amount authorized for payment to service provider

2. Sales Transaction List Report

Report description

This report lists all transactions in detail. It enables operators to drill down into the detail of transactions, when required.

It shows individual transactions and is a manageable report for data at the shift/staff/device level.

This report can be used to evaluate sales activities, and includes:

- types of transaction, e.g. sell product
- types of product sold, e.g. short term ticket
- card unique identifiers
- method of payment used, e.g. cash, and
- payment amount.

Sample Sales Transaction List report

SALES TRANSACTION LIST												
Start Date	1/05/2010 02:00:00 AM					End Date	7/05/2010 02:00:00 AM					
Participant	RETAILER					Service Type	ALL					
Coverage	ALL					Service Location	Retailer A 123 Street, Melbourne VIC 3000					
Vehicle Number	ALL					Device ID	ALL					
Staff ID	ALL					Shift ID	ALL					
Transaction Type	ALL					Payment Type	ALL					
Product Type	ALL					Fareclass	ALL					
Business Date:		1/05/2010										
Location:		Retailer A 123 Street, Melbourne VIC 3000										
Staff ID:												
Device ID:												
Transaction Time Stamp	Settlement Date	Transaction Type	Media Type	CSN	Card UID	Product Type	Origin	Destination	Travel Class	Payment Method	Payment Reference	Transaction Value
1/05/2010	2/05/2010	Add Value	DESFire	12345	04702559721D80	NA	N/A	N/A	Economy	Cash	N/A	\$5.00
1/05/2010	2/05/2010	Card Sale	DESFire	54321	04602559721D81	NA	N/A	N/A	Economy	Cash	N/A	\$0.00
1/05/2010	2/05/2010	Fare Product Sale	DESFire	67890	04602559721D82	myki pass	City	Zone 1	Economy	Cash	N/A	\$29.40
1/05/2010	2/05/2010	Fare Product Sale	DESFire	9076	04602559721D83	myki pass	City	Zone 2	Economy	Cash	N/A	\$77.04
1/05/2010	2/05/2010	Card Sale	DESFire	11223	04602559721D84	NA	N/A	N/A	Economy	Cash	N/A	\$0.00
1/05/2010	2/05/2010	Add Value	DESFire	98987	04602559721D85	NA	N/A	N/A	Economy	Cash	N/A	\$10.00
1/05/2010	2/05/2010	Add Value	DESFire	76543	04602559721D86	NA	N/A	N/A	Economy	Cash	N/A	\$10.00
1/05/2010	2/05/2010	Card Sale	DESFire	90876	04602559721D87	NA	N/A	N/A	Economy	Cash	N/A	\$0.00
1/05/2010	2/05/2010	Fare Product Sale	DESFire	13579	04602559721D88	myki pass	Zone 2	Zone 2	Economy	Cash	N/A	\$42.00
1/05/2010	2/05/2010	Add Value	DESFire	24680	04602559721D89	NA	N/A	N/A	Economy	Cash	N/A	\$10.00
Total No of Transactions for Device ID- 13900000 : 10											Total value of Transactions:	\$184.24
Total No of Transactions for Staff ID -1 : 10											Total value of Transactions:	\$184.24
Total No of Transactions for Location -Retailer A: 10											Total value of Transactions:	\$184.24
Total No of Transactions for Business Date -01/05/2010: 10											Total value of Transactions:	\$184.24
* End of Report *												

* End of Report *

Report data

Field	Description
Business date	Date of report
Location	Location responsible for sales
Vehicle	Vehicle reference
Staff ID	Staff member who requested report
Device ID	Identification number of device
Transaction Time Stamp	Date and time of transaction
Transaction Type	Type of transaction – fare product, card sale, add value, etc
Media Type	Card type, either DESFire (myki) or Ultralight (short term ticket)
CSN	Card serial number. Only myki have this
Card UID	Card unique identifier. Both myki and short terms tickets have this
Product Type	Type of product sold, or NA for a non-product sale (e.g. add value, card sale, etc)
Origin	Start zone of travel
Destination	End zone of travel
Travel Class	Applicable for V/Line only, either economy or first class
Payment	Payment method used for transaction
Transaction	Amount paid

3. Sales Transaction Summary Report

Report description

This report provides a good overview of the previous day's transactions by product type and payment type. As it doesn't go to the individual transaction level, it is a manageable report for data at the shift/staff/device level.

This report can be used to evaluate sales activities, and includes:

- types of transaction, e.g. sell product
- types of product sold, e.g. short term ticket
- type of fares associated with the products, e.g. full fare, and
- method of payment used, e.g. cash.

Sample Sales Transaction Summary report

SALES TRANSACTION SUMMARY

Start Date	1/05/2010 02:00:00 AM	End Date	2/05/2010 02:00:00 AM						
Participant	RETAILER A	Network Type	ALL						
Coverage	ALL	Service Location	Retailer Location						
Vehicle Number	ALL	Device Type	ALL						
Device	ALL	Staff ID	ALL						
Shift ID	ALL	Transaction Type	ALL						
Payment Type	ALL	Product Type	ALL						
Fare Type	ALL	Fare Class	ALL						
Day Of The Week	ALL								
Location Group	Retailer A								
Vehicle	Retailer Location								
Location Sub Group	TGL_01234								
Device Type	HHDP								
Device									
Settlement Date	Shift Id	Staff Id	Transaction type	Product Type	Fare Type	Fare Class	Payment Type	Quantity	13900000
1/05/2010	1	1	Add Value	NA	Default Full Fare	Economy	Cash	1	Cost Of Transactions
Total For Transit sale(Including Sales and Cancel Sales)									\$20.00
Total For Non Transit sale (Including Sales and Cancel Sales)									\$0.00
Total For Device HHDP									\$20.00
End of Report									

Report data

Field	Description
Service Location	Service Location included in report
Device Type	Type of device included in report
Device	Name of device
Shift ID	Shift number provided by the operator
Staff ID	Staff member who requested report
Staff ID	Staff ID provided by the operator
Transaction Type	Type of transaction
Product Type	Type of product sold, or NA for a non-product sale
Fare Class	Applicable for V/Line only, either economy or first class. Other operators will see ALL instead
Payment Type	Type of funds tendered
Fare Type	Concession type, e.g. seniors, student or 'ordinary' for no concession...
QTY	Number of transactions summarised on this line
Cost of Transactions	Total cost of transactions for this line

4. Daily Settlement Report

Report description

This report lists the transactions settled on the report date.

Sample Daily Settlement report

FMR002

DAILY SETTLEMENT REPORT

Settlement Date: 13/04/2010

Service Provider : RETAILER

Service Provider: RETAILER				
Business date: 13/04/2010				
Days Transactions	Count	Amount	GST	Total Amount
Cancel Add Value-Cash	0	\$0.00	\$0.00	\$0.00
Total for Credit Transactions	0	\$0.00	\$0.00	\$0.00
Add Value-Cash	1	\$20.00	\$0.00	\$20.00
Card Issuance Fee-Cash	0	\$0.00	\$0.00	\$0.00
Card Sale-Cash	0	\$0.00	\$0.00	\$0.00
Fare Product Sale-Cash-myki pass	0	\$0.00	\$0.00	\$0.00
Total for Debit Transactions	1	\$20.00	\$0.00	\$20.00
Cancel Card Sale-Cash	0	\$0.00	\$0.00	\$0.00
Fare Product Sale-TPurse-myki pass	0	\$0.00	\$0.00	\$0.00
Total for Other Transactions	0	\$0.00	\$0.00	\$0.00
Transactions For Business Date : 13/04/2010				
Total Transactions Processed	1	\$20.00	\$0.00	\$20.00
Total Transactions to be Settled	1	\$20.00	\$0.00	\$20.00
Transactions For Settlement Date : 13/04/2010				
Total Transactions Processed	1	\$20.00	\$0.00	\$20.00
Total Transactions to be Settled	1	\$20.00	\$0.00	\$20.00
Fees				
Merchant services Fee:		\$0.00	\$0.00	\$0.00
Commission:		\$0.73	\$0.07	\$0.80
Settlement Claim Fee:		\$0.00	\$0.00	\$0.00
Total Fees		\$0.73	\$0.07	\$0.80
Claims				
Approved Claims		\$0.00	\$0.00	\$0.00
Adjustments Adjustment Date: 13/04/2010				
Total Adjustment Amount		\$0.00		\$0.00
Final Settlement Amount		\$19.27	-\$0.07	\$19.20

Note: This is a sample and does not display every type of transaction

Report data

Field	Description
Service provider	Name of operator
Business date	Date report generated
Days Transactions	Type of transaction, broken down by payment type and product
Count	Number of this transaction performed
Amount	Amount pre-GST for the transactions
GST	Amount of GST charged on the transactions
Total Amount	Amount post-GST for the transactions

5. Recipient Created Tax Invoice

Report description

This report allows a retailer to generate their own GST invoice.

The user selects the required year and month to generate the report and these both default to report on the previous month.


Sample Recipient Created Tax Invoice

Report Run Date & Time: 02/12/2009 5:05:11 PM Page: 1 of 1
Operator: NTSPROD\SQLCluster\Service

FMP004 RECIPIENT CREATED TAX INVOICE

Transport Ticketing Authority
ABN 735 9524 2024

Invoice to :
Bob's Little Newsagency
ABN 123 4567 8901


All NTS Card Enquiries
Phone: 1800 687 000
Email: operatorhelpdesk@keaneaustralia.com

Date of Issue: 2/12/2009
Invoice Period: 01/10/2009 to 31/10/2009
Invoice Number: 1234-200910

	Total (excl GST)	GST	Total (incl GST)
myki Functions			
Card Sales Commission	\$350.00	\$35.00	\$385.00
Add Values Commission	\$37.50	\$3.75	\$41.25
Product Sale Commission	\$620.00	\$62.00	\$682.00
Less myki Service Fees:			
Merchant Services Fee	(\$20.00)	(\$2.00)	(\$22.00)
TOTAL	\$987.50	\$98.75	\$1,086.25

Values in AU\$

Note: This is a sample report only

Report data

Field

myki functions
myki service fees
Total (excl GST)
GST
Total (incl GST)

Description

The actions taken to earn commission
The fees incurred due to processing, such as the clearing fee
The total amount for the function or fee, calculated before GST is applied
Amount of GST charged on the transactions
Amount post-GST for the transactions

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25 JUNE 2010
NTS5124 V5.0
NTS-D-1442A

Kamco

Fares

myki will cost you less than short term tickets.

Two ways to use myki

myki pass is best for you if:

- you travel regularly or commute
- you normally travel in the same zone(s)
- you're after the best value available for regular travel.

myki pass features

- value stored as travel days
- can store 7 days or any number from 28-365 days in your zone(s) of travel
- starts when you first touch on.

myki pass fares	Zone 1	Zone 2	Zone 1 + 2
Weekly rate 7 day pass			
Full fare	\$29.40	\$20.20	\$49.60
Concession	\$14.70	\$10.10	\$24.80
Daily rate for 28-325 day pass			
Full fare	\$3.60	\$2.40	\$5.56
Concession	\$1.80	\$1.20	\$2.78

When you purchase a myki pass for 325-365 days of travel, the fare will be the cost of a 325 day pass (up to 40 days free).

myki money is best for you if:

- your travel patterns vary and you need flexibility
- you use a Daily Metcard, 2 hour Metcard or Value Metcards (e.g. 10 x 2 hour Metcard or 5 x Seniors Daily)
- you like to pay as you go but still get good value.

myki money features

- value stored as a dollar amount (e.g. \$20)
- works like a credit card for travel
- provides the freedom to travel through any zone any time
- automatically calculates the lowest fare.

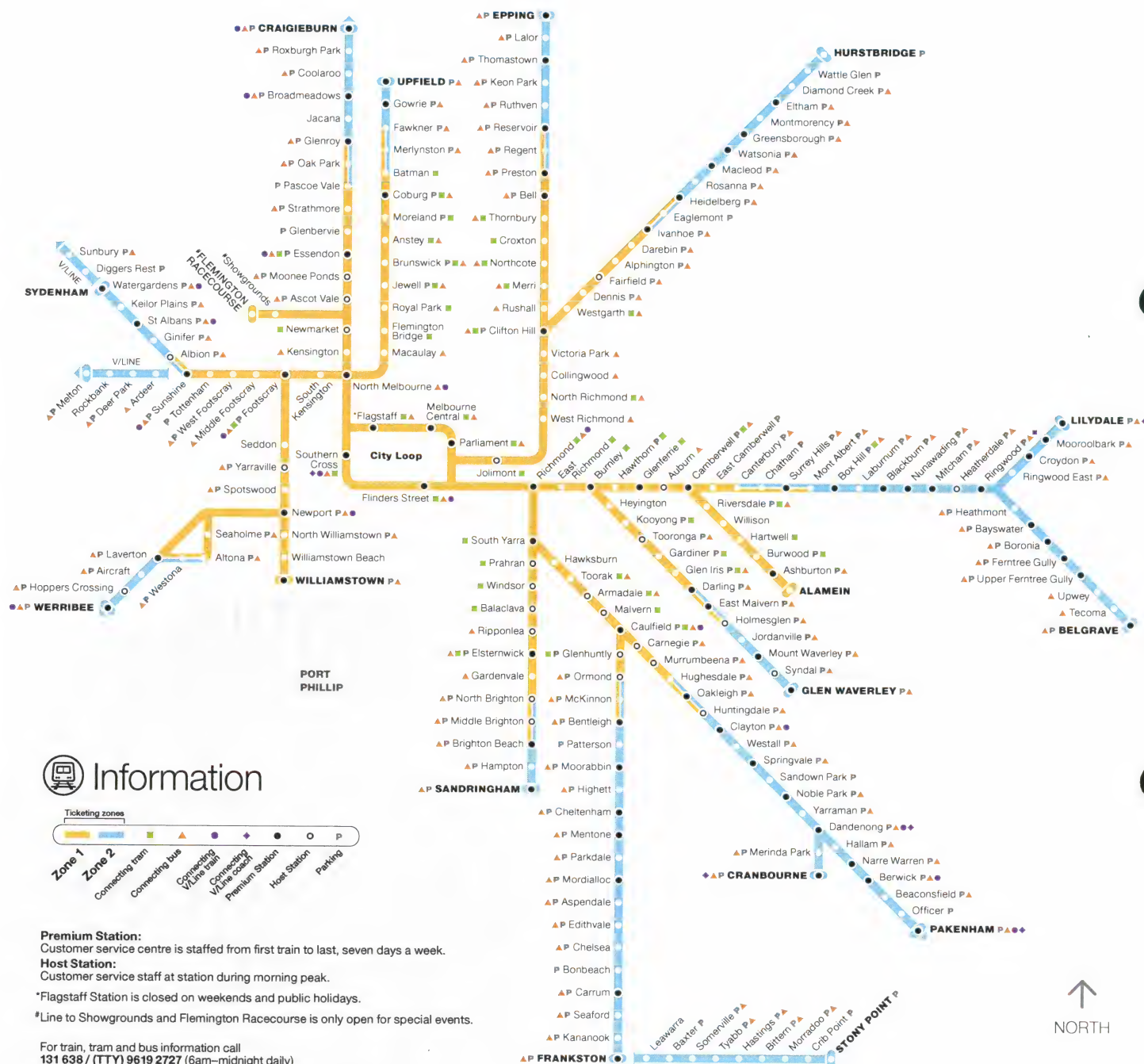
myki money fares		Zone 1	Zone 2	Zone 1 + 2
2 hour	Full fare	\$2.94	\$2.02	\$4.96
	Concession	\$1.47	\$1.01	\$2.48
Daily	Full fare	\$5.88	\$4.04	\$9.92
	Concession	\$2.94	\$2.02	\$4.96

In many instances you will pay less with myki money because it's based on the discounted Value Metcard fare structure. For example, a daily Zone 1 full fare ticket costs \$6.80, but with myki money you would only pay \$5.88. That's a saving of \$0.92 each day you travel.

TIP Top up myki money with a \$10 minimum and you will have enough to get to where you need to go in Melbourne. Please note: For information regarding regional fares please visit myki.com.au

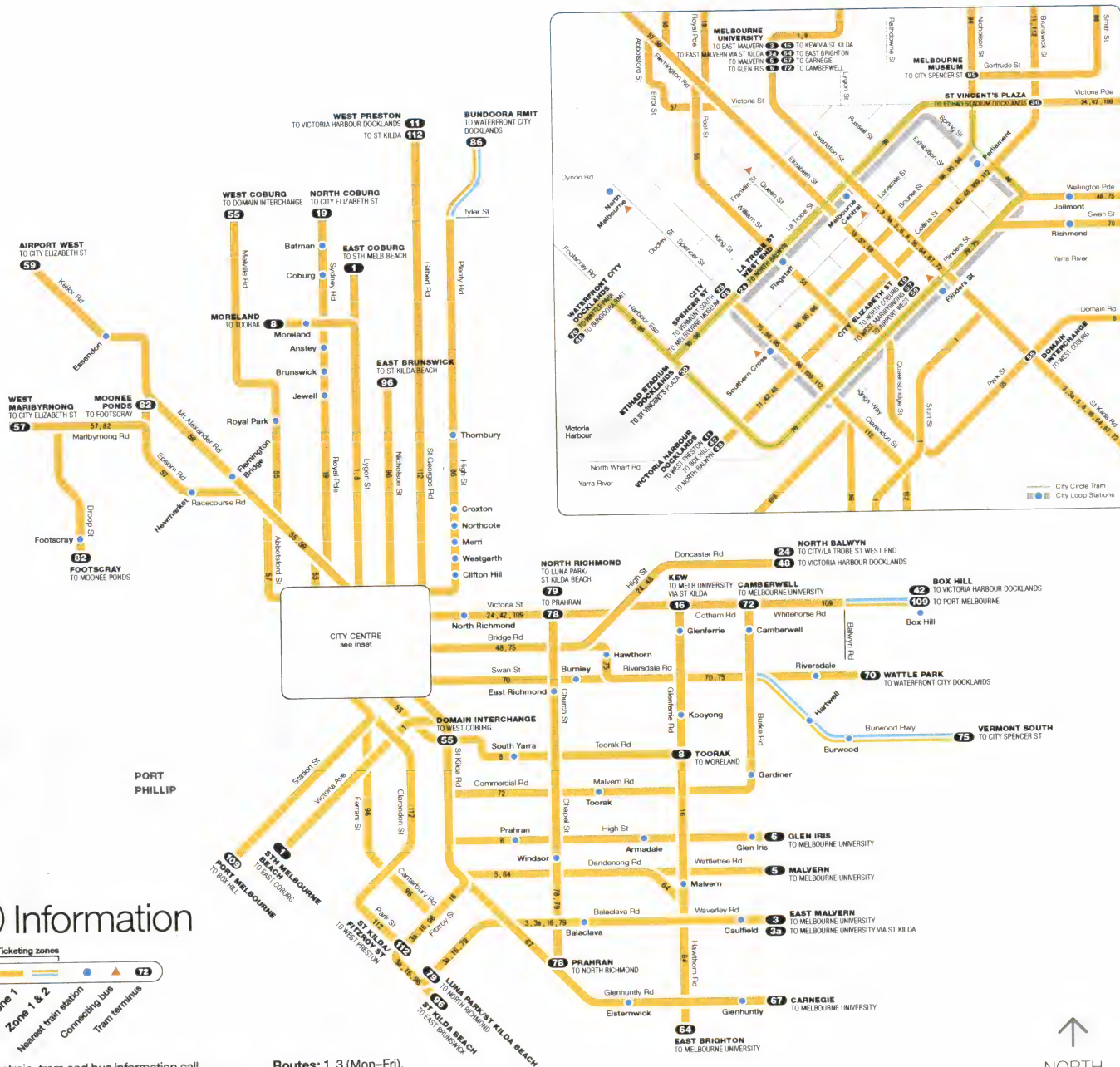


Melbourne Metropolitan Train Network

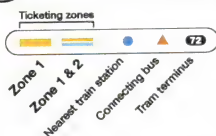


MAP NOT TO SCALE

Melbourne Metropolitan Tram Network



Information



For train, tram and bus information call
131 638 / (TTY) 9619 2727 (6am–midnight daily)
or visit metlink.melbourne.com.au

For Yarra Trams customer feedback and lost
property call 1800 800 166 (6am–midnight daily)
or visit yarratrams.com.au

060710

Routes: 1, 3 (Mon–Fri),
3a (Sat–Sun), 5, 6, 8, 11,
16, 19, 24 (AM/PM peaks),
30, 42, 48, 55, 57, 59, 64, 67, 70,
72, 75, 78 (until 7pm), 79 (after 7pm),
82, 86, 95 (Mon–Fri), 96, 109, 112

© State of Victoria, 2010

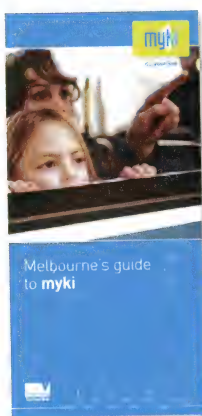


VAP NOT TO SCALE

myki brochures & forms reference guide

To begin your topping up service, you will be provided with a selection of myki brochures and forms.

If you need to order more brochures and forms please use this reference guide to see what is available and submit your order through the retail portal.



Melbourne's guide to myki brochure

This brochure provides vital basic information about myki: what it is, how it works and how to use it. It includes FAQs and a **tear-off registration form**.

This brochure is available in different versions. It includes a map of the metropolitan train and tram networks and outlines the fare structure for each including the different ticketing options available.

Order Code: **KC0309**

Size: DL



Melbourne's Quick guide to myki

This brochure provides a quick reference guide to myki outlining all basic details of Victoria's new ticketing system.

This brochure is an abridged version of Melbourne's guide to myki brochure. It includes a map of the metropolitan train and tram networks and outlines the fare structure for each including the different ticketing options available.

Order code: **KC0308**

Size: DL



A senior's guide to myki

This brochure gives an overview on how to use myki in conjunction with a Seniors Card.

It's been printed in large font so it is suitable for vision impaired customers.

Order code: **KC0306**

Size: DL



Fares Comparison

This brochure allows you to compare Metcard fares to myki.

Order code: **KC0330**

Size: DL





it's your key

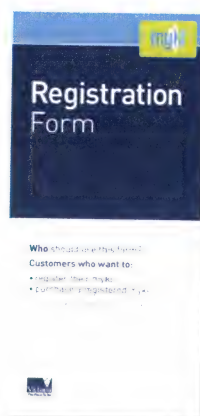


Auto Top Up Request form

This form needs to be completed if the account holder of a registered card wishes to set up automatic top up.

Order code: **KC0081**

Size: DL

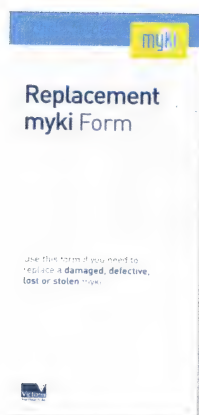


myki Registration form

This forms needs to be completed if the customer wishes to register their myki.

Order code: **KC0086**

Size: DL

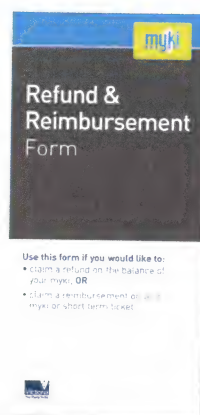


myki Replacement form

This forms needs to be completed if the customer has lost or stolen their myki and needs to order a replacement myki.

Order code: **KC0082**

Size: DL



myki Refund & Reimbursement form

Anybody wanting to apply for a refund of the value (myki money and/or pass) on their myki needs to use this form.

Order code: **KC0083**

Size: DL



myki point of sale reference guide

In order to begin your topping up service, you will be provided with a selection of POS items.

If you wish to order more point of sale items, please use this reference guide to see what is available and submit your order through the retail portal.



Counter Mat 'Top up'

Order code: **KC0277**



A4 Decal 'Top up'

Order code: **KC0278**



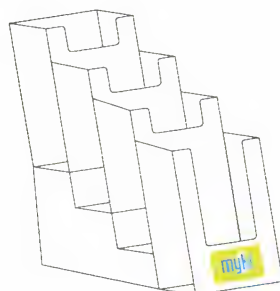
Poster A1

Order code: **KC0279**



Poster A2

Order code: **KC0280**



Brochure Holder

If you require an additional brochure holder please request this through your Account Manager.



Displaying your topping up POS effectively

While you continue to sell Metcard to some customers and offer myki top up services to some customers, it is important that you display both myki and Metcard information.

The following provides you with a guide to preparing your store when you start topping up myki cards.

- Ensure that all POS is located in areas of high visibility and traffic
- Display your myki decal at the entrance of your store
- The myki brochure holder should be continually stocked and located on your counter
- Use the suction cups provided to display the posters on your windows
- Make sure you have your myki counter mat positioned on your counter to assist with any customer queries

Recommended external myki decal location alongside existing Metcard materials.



4. Brochure Holder

Internal myki POS locations



The Hand Held Device is used for all transactions including sales, supervisor tasks and reporting.

Information about changes to your business

The myki Outlet Agreement (Agreement)

Overview

TTA sells its transport products through a network of distribution channels and is obliged to comply with a number of legislative and regulatory requirements.

The distribution of our ticketing products is vital to the accessibility of public transport in Victoria. TTA has a network of retailers who represent a key front line sales force to our public transport patrons.

The Agreement establishes the contractual relationship between TTA and specifies the obligations and responsibilities of retailers and TTA. Nothing in this Information sheet overrides anything in the Agreement.

All issues and queries regarding your myki Outlet Agreement are managed through TTA's Retail Operations Team. Their details are found on the Contacts page of this Guide.

Changes to your business

You must inform TTA and be granted approval before undertaking any changes to the following aspects of your business:

- Ownership or control of the business
- Legal structure or business entity
- Relocation of the business
- Trading Hours
- Primary Business Type
- Contact Details.

Approved changes must be implemented within the timeframe specified by TTA or our approval may be revoked.



Selling your business

You must inform TTA prior to the sale of your business. If the prospective purchaser of the business wishes to become a myki Outlet, a myki Outlet Agreement application form must be completed and the prospective purchaser must meet TTA's criteria as part of the normal application process.

If the prospective purchaser's application for a myki Agreement is submitted within the required notice period and approved, your existing myki Agreement will terminate at the close of business on a 'settlement' day. The incoming purchaser will commence as a myki Outlet Agreement on the following day provided that all settlement and application details are in order.

Here are some points that you and the prospective purchaser must be aware of:

- TTA will not take part in any negotiations or give any undertakings relating to the sale or purchase of your business. This is a business decision you are taking and as such, you remain entirely responsible for it.
- TTA will not provide information relating to myki sales to anyone other than the person(s) nominated in the myki Outlet Agreement. TTA does not disclose any confidential information to prospective purchasers or their representatives.
- Information relating to the myki sales from your business is available to you from various Reporting facilities (Retail Portal / Retail website or HHD terminal).

myki Outlet Agreement – Application Form

NOTE: IF YOUR APPLICATION IS ACCEPTED THIS WILL BECOME A LEGALLY BINDING CONTRACT. YOU MUST ENSURE YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS IN THIS DOCUMENT PRIOR TO SIGNING IT.

Business Details (the “myki Outlet”):

Company name:

Trading name (if different to Company name):

ABN:

ACN (if applicant is incorporated):

Type of entity: ☐ Private Company ☐ Sole Trader ☐ Trustee Company ☐ Partnership

Type of business:

Date business commenced: / /

Date acquired by present owners: / /

Address Information:

Trading address:

Postal address: (same as: ☐ Trading address)

Post code:

Post code:

Delivery address:
(same as: ☐ Trading address ☐ Postal address)

Delivery instructions:

Post code:

Contact Information:

Store phone no.: ()

Store fax no.: ()

Store email:

Owner (1): Surname:

First name:

Phone: ()

Fax: ()

Mobile:

Email:

Owner (2): Surname:

First name:

Phone: ()

Fax: ()

Mobile:

Email:

myki Outlet Agreement – Application Form

Trade References:

1. Name:

Phone: ()

Business represented:

2. Name:

Phone: ()

Business represented:

3. Name:

Phone: ()

Business represented:

I/we apply to become an authorised myki Outlet. I/we agree to comply with the myki Outlet Agreement Terms & Conditions and the Direct Debit Request Service Agreement, and I/we have read the Privacy Statement. I/we agree to operate a credit account subject to the myki Outlet Agreement Terms & Conditions. I/we agree that TTA may obtain a consumer credit report containing information about me/us from a credit reporting agency for the purpose of assessing my/our application for commercial credit, and for the purpose of collecting overdue payments relating to commercial credit owed by me/us.

Signature of applicant or applicant's authorised representative – Note: the signatory or authorised representative must be:

- a proprietor or partner (where applicant is unincorporated)
- a director (where applicant is incorporated)
- a trustee (where applicant is a trust company):

Surname:

First name:

Position held:

Date of birth: / /

Home address:

Post code:

Signature:

Date: / /

TTA office use only:

To be completed by TTA, following approval of this application, on the date TTA accepts this application. This document becomes a binding contract between the myki Outlet and TTA immediately on the date shown.

Date: ____ / ____ / ____

Reference allocated: _____

Authorised by: _____

Title: _____

Signature: _____

myki Outlet Agreement – Direct Debit Request

I/We request the Public Transport Ticketing body operating as Transport Ticketing Authority (“TTA”) ABN 73 595 242 024 (Direct Debit User ID: 317213) to arrange for funds to be debited from our nominated account at the financial institution shown below according to the arrangements specified below.

Company name:

Trading name (if different to Company name):

Trading Address:

Post code:

Bank Details:

Name of financial institution:

Branch address:

Post code:

Account name:

BSB no:

Account no:

I/We request and authorise the Public Transport Ticketing body operating as Transport Ticketing Authority (“TTA”) ABN 73 595 242 024 (Direct Debit User ID: 317213) to arrange for funds to be debited from our nominated account at the financial institution shown below in accordance with the Direct Debit Request Service Agreement. I/we agree to comply with the terms of the Direct Debit Request Service Agreement.

Signatories:

1. Surname:

First name:

Signature:

Date: / /

2. Surname:

First name:

Signature:

(if debiting from a joint bank account where more than one signature is required)

Date: / /

myki Outlet Agreement Terms and Conditions

Direct Debit Request Service Agreement

Privacy Statement

myki Outlet Agreement Terms and Conditions

1. GENERAL OBLIGATIONS

- 1.1 This Agreement becomes effective on and from the date on which TTA accepts the myki Outlet's application to provide the services set out in this Agreement.
- 1.2 The myki Outlet agrees to act as TTA's non-exclusive distributor to:
- (a) receive, store and sell Cards on TTA's behalf;
 - (b) provide customers with access to facilities to allow them to Add Value to their myki on TTA's behalf;
 - (c) accept value stored on myki as payment by customers for the myki Outlet's goods and/or services;
 - (d) allow customers to check their myki balance; and
 - (e) do such other things as TTA authorises in writing from time to time,
- in accordance with this Agreement.
- 1.3 As and from the date notified by TTA to the myki Outlet, the myki Outlet must accept stored value on valid myki as payment for purchases of goods and services of the myki Outlet in accordance with this Agreement.
- 1.4 Except as expressly set out in this Agreement:
- (a) nothing in this Agreement authorises the myki Outlet to act as agent for TTA in any way other than as set out in this Agreement; and
 - (b) the myki Outlet must not act as, or hold itself out to be, an agent, employee, partner or joint venturer of TTA.
- All persons employed or otherwise engaged by the myki Outlet are the employees and contractors of the myki Outlet and the myki Outlet accepts full responsibility for their acts and omissions.
- 1.5 TTA may appoint authorised representatives to perform any of TTA's obligations or exercise any of its rights under this Agreement.

2. COMMUNICATIONS

- 2.1 TTA will appoint an Account Manager who will act as a single point of contact for the myki Outlet in relation to this Agreement. The myki Outlet must direct all inquiries and address all notices in relation to this Agreement to the Account Manager.

3. COMPLIANCE WITH LAWS ETC

- 3.1 The myki Outlet must comply with all applicable laws, regulations, government policies and relevant industry codes of conduct.
- 3.2 The myki Outlet must not:
- (a) do any act or thing which might adversely affect the reputation of TTA, the NTS or the Cards, or any operator of transport systems linked to the NTS;
 - (b) provide any Financial Product Advice in respect of the myki.

4. MYKI OUTLET STANDARDS

- 4.1 TTA may from time to time issue myki Outlet Standards in relation to the subject matter of this Agreement. myki Outlet Standards shall be in writing and may be notified by email or other electronic form.
- 4.2 The myki Outlet must comply with all requirements and obligations set out in myki Outlet Standards issued by TTA under clause 4.1.
- 4.3 To the extent of any inconsistency between these myki Outlet Agreement Terms & Conditions and myki Outlet Standards, these myki Outlet Agreement Terms & Conditions shall prevail.

5. myki

- 5.1 The myki Outlet acknowledges and agrees that the Cards are the property of TTA, and agrees to return any Cards that have not been issued to customers to TTA upon request.
- 5.2 The myki Outlet must receive, and properly, safely and securely store at the myki Outlet's premises all Cards and take all steps necessary to prevent loss or theft of the Cards. The myki Outlet is responsible for all Card stock upon delivery, including for loss or theft of the Cards.

- 5.3 The myki Outlet is responsible for ordering Cards so as to ensure it has adequate stock of Cards at all times. The myki Outlet will order Cards in accordance with myki Outlet Standards.
- 5.4 TTA will use all reasonable endeavours to deliver Cards ordered by the myki Outlet within seven days of receipt of an order.
- 5.5 The myki Outlet must notify TTA as soon as practicable after it becomes aware of:
- (a) the loss or theft of Cards or of any attempts by any party other than TTA or TTA's representatives to supply Cards to the myki Outlet; or
 - (b) any defect in the quality or any discrepancy in the quantity or type (as stated in the delivery docket or invoice) of any Cards.
- 5.6 The myki Outlet must sell Cards on behalf of TTA at the prices specified by TTA from time to time.
- 5.7 The myki Outlet must allow customers to Add Value to myki in accordance with the applicable Manuals.

6. EQUIPMENT AND INTERNET CONNECTION

- 6.1 TTA will provide and install the Equipment.
- 6.2 The myki Outlet must operate the Equipment in accordance with the applicable Manuals and the myki Outlet Standards. The myki Outlet may only commence operating the Equipment after TTA has confirmed testing has been completed to TTA's satisfaction.
- 6.3 The myki Outlet acknowledges and agrees that all Equipment remains the property of TTA.
- 6.4 The myki Outlet must use and operate the Equipment solely for the purposes of this Agreement and in accordance with the applicable Manuals and the myki Outlet Standards, and use all reasonable endeavours to ensure the Equipment remains in good order and condition.
- 6.5 The myki Outlet must notify TTA of any malfunction in, damage to or loss of the Equipment as soon as practicable after becoming aware of it. TTA will use all reasonable endeavours to repair or replace the Equipment as soon as practicable after being notified by the myki Outlet.
- 6.6 The myki Outlet will be responsible for any malfunction in, damage to or loss of the Equipment caused or contributed to by the negligence of the myki Outlet or a breach by the myki Outlet of this Agreement.
- 6.7 The myki Outlet acknowledges that the NTS may not be available or accessible at all times and that TTA makes no representations to that effect.
- 6.8 Unless otherwise agreed by TTA in writing, the myki Outlet must provide at its own cost suitable power and telephone or communications connections for the Equipment in accordance with the requirements of the applicable Manuals and the myki Outlet Standards.

7. ACCESS

- 7.1 The myki Outlet must give TTA or its authorised representatives access to its premises during normal business hours to allow:
- (a) the installation and testing of the Equipment;
 - (b) maintenance of or alterations to the Equipment, including preventative maintenance;
 - (c) inspection of the myki Outlet's compliance with this Agreement; and
 - (d) removal of the Equipment following termination of this Agreement.
- 7.2 The myki Outlet must provide TTA with all reasonable assistance requested in relation to any access referred to in clause 7.1.

8. FEES AND SETTLEMENT

- 8.1 TTA will pay to the myki Outlet the fees specified to be payable to the myki Outlet in the Fees Schedule. The myki Outlet must pay to TTA the fees specified to be payable to TTA in the Fees Schedule.

- 8.2 All funds collected by the myki Outlet from customers for the purchase of Cards or for Adding Value to myki are held on trust by the myki Outlet for TTA. Funds held on trust for TTA and any other moneys payable to TTA will be paid and/or transferred in accordance with the Direct Debit Request Service Agreement, this Agreement and the myki Outlet Standards.
- 8.3 The myki Outlet must ensure that it has sufficient and available funds in its nominated bank account to meet any payment obligation to TTA under this clause 8. If any drawing is returned or dishonoured by the myki Outlet's financial institution, TTA may re-draw it subsequently. TTA may also require the myki Outlet to pay interest at the rate fixed from time to time under the Penalty Interest Rate Act 1983.
- 8.4 Stored value on myki used by customers as payment for goods and services supplied by the myki Outlet is payable by TTA to the myki Outlet.
- 8.5 All amounts payable by the parties to each other in accordance with this Agreement will be settled in accordance with the Settlement Process set out in the myki Outlet Standards.
- 8.6 TTA must give the myki Outlet at least 30 days' notice of any changes to the Fees Schedule prior to the date on which those changes take effect.

9. GST

- 9.1 Terms used in this clause 9 have the meanings ascribed to those terms by the *A New Tax System (Goods and Services Tax) Act 1999*.
- 9.2 Where the GST law treats part of a supply as a separate supply for GST purposes this clause 9 will apply as though that part of the supply were a separate supply.
- 9.3 The obligation to reimburse a party for an expense will be limited to the amount of the expense less any input tax credit to which that party is entitled for an acquisition relating to that expense.
- 9.4 If GST is payable on a supply made by a party ("Supplier") under this Agreement then:
- (a) the party providing consideration for that supply ("Recipient") must pay an additional amount to the Supplier equal to the GST payable in relation to the supply;
 - (b) the additional amount must be paid by the Recipient at the same time that any other consideration is first provided for that supply; and
 - (c) unless the Recipient is entitled to issue a recipient created tax invoice ("RCTI") pursuant to clause 9.6, the Supplier must provide a tax invoice to the Recipient by no later than that time.
- 9.5 If the GST payable on a supply varies from the additional amount paid by the Recipient under clause 9.4 the Supplier must provide a corresponding refund or credit to, or will be entitled to receive the amount of that variation from, the Recipient.
- 9.6 Where the GST law permits, TTA will issue to the myki Outlet a recipient created tax invoice ("RCTI") for each taxable supply made by the myki Outlet to TTA pursuant to this Agreement. TTA must issue an adjustment note for any adjustment event relating to any supply in respect of which it issues an RCTI.
- 9.7 The myki Outlet must not issue a tax invoice or adjustment note in respect of any taxable supplies for which TTA may issue an RCTI.
- 9.8 Each party must notify the other party if it ceases to be registered for GST or ceases to comply with any requirement of the GST law necessary for TTA to issue RCTIs.
- 9.9 The myki Outlet will indemnify or reimburse TTA on demand for any loss, cost, expense, penalty, fine, interest, fee or other amount incurred directly or indirectly as a result of the myki Outlet's failure to comply with clause 9.8 or resulting from incorrect, inaccurate or misleading information provided by the myki Outlet and used by TTA in preparing an RCTI.

10. INTELLECTUAL PROPERTY RIGHTS

- 10.1 TTA grants to the myki Outlet a non-exclusive, non-transferable licence to use any intellectual property comprised in:
- (a) the Equipment (including any software) provided to the myki Outlet by TTA in accordance with this Agreement; and
 - (b) any other materials provided by TTA in accordance with this Agreement, including any designs, logos or other marks,

at the myki Outlet's premises solely for the purpose of fulfilling the myki Outlet's obligations under this Agreement and subject to any further restrictions specified in the myki Outlet Standards.

- 10.2 Except as set out in this clause 10, nothing in this Agreement grants to the myki Outlet any right, title or interest in myki, the NTS, the Equipment or any material related to myki or the NTS or any associated intellectual property rights.

11. CONFIDENTIALITY, PRIVACY AND PUBLICITY

- 11.1 Subject to clauses 11.2, 11.3 and 11.5, each party will hold and maintain in the strictest confidence all information obtained from the other party under or in connection with this Agreement, except information which is or becomes public knowledge (other than by breach of this clause 11) or which was already in the possession of a party prior to receiving it from the disclosing party, and each party will only use and disclose the information in accordance with this Agreement. Each party:
- (a) may use the information in the course of providing services and/or goods to or for the benefit of the other party in accordance with this Agreement, but only to the extent necessary for that purpose and subject to this Agreement;
 - (b) must not use the information for any other purpose without the other party's prior written consent;
 - (c) except as permitted under clause 11.1(a), must not disclose the information to any person without the prior written consent of the other party; and
 - (d) must take all possible precautions to prevent any unauthorised disclosure of the information by, or with the actual or constructive knowledge of, the disclosing party.
- 11.2 Nothing in this clause 11 will prevent TTA from disclosing:
- (a) any information obtained from the myki Outlet to any other department, office, or agency of the Commonwealth or State of Victoria, or to any person engaged by TTA in connection with this Agreement, provided that in disclosing the information TTA has required that the information is treated as confidential; or
 - (b) this Agreement or details of this Agreement on a Victorian government Internet website in accordance with government policy.
- 11.3 The parties' obligations under clause 11.1 do not apply in relation to information which they are obliged to disclose by law or court order or which they disclose to their legal advisers for the purposes of obtaining legal advice. Where possible, the relevant party must notify the other party prior to disclosing any information as required by law or a court order.
- 11.4 The myki Outlet acknowledges that the *Privacy Act 1988 (Cth)*, the *Information Privacy Act 2000 (Vic)* and other laws or Codes of Practice relating to the collection, use, security and disclosure of personal information may apply to the services supplied by the myki Outlet under this Agreement. The myki Outlet agrees to comply with all such laws and Codes of Practice to the extent applicable.
- 11.5 The myki Outlet must not make an announcement or release relating to this Agreement without the prior written consent of TTA.
- ## 12. BREACH, SUSPENSION AND TERMINATION
- 12.1 TTA may suspend the myki Outlet's account and disable its login without notice if the myki Outlet is, or TTA reasonably suspects the myki Outlet to be, in breach of any of its obligations under this Agreement.
- 12.2 Either party may terminate this Agreement at any time without cause by giving the other party at least 30 days' written notice, provided that the myki Outlet may not terminate this Agreement under this clause 12.2 prior to the first anniversary of the date notified by TTA as the date on which the myki Outlet is required to commence provision of services under this Agreement.
- 12.3 If TTA makes any changes to the Fees Schedule that will or may result in a reduction of the fees payable to the myki Outlet, the myki Outlet may terminate this Agreement by giving at least 25 days' written notice to TTA. Such notice must be given by the myki Outlet within five days of receipt of TTA's notice under clause 8.6.

- 12.4 TTA may terminate this Agreement with immediate effect by giving written notice to the myki Outlet if:
- (a) the myki Outlet is in breach of any of its obligations under this Agreement and, in TTA's reasonable opinion, such breach cannot be remedied;
 - (b) the myki Outlet is in breach of any of its obligations under this Agreement and has not remedied that breach within 7 days of receipt of written notice of the breach from TTA;
 - (c) the myki Outlet is, in TTA's opinion, involved in fraudulent activities;
 - (d) an Event of Insolvency occurs in respect of the myki Outlet; or
 - (e) where the myki Outlet is a corporation, a Change in Control of the myki Outlet occurs without TTA's prior written consent or the myki Outlet is in breach of clause 15.2.
- 12.5 After suspension or termination under this clause 12, the myki Outlet must:
- (a) immediately cease to:
 - (i) sell Cards;
 - (ii) allow customers to Add Value to their myki;
 - (iii) use any information, advertising, promotional or other material in relation to myki or the NTS; and
 - (iv) if applicable, accept as a method of payment for goods and services any stored value on a customer's myki; and
 - (b) as soon as practicable and in any event within 14 days of suspension or termination, return to TTA all Cards in the myki Outlet's possession and all other property of TTA, including any Manuals and all training materials, designs and advertising collateral, and allow TTA to uninstall and take possession of the Equipment in accordance with clause 7.1(d).
- 12.6 Termination of this Agreement will be without prejudice to any rights which have accrued to either party prior to such termination.
- 12.7 Clauses 3.2, 7, 11, 12.5, 12.6, 13 and 15.7 of these myki Outlet Agreement Terms & Conditions survive expiry, rescission or termination of this Agreement.

13. INDEMNITY AND LIMITATION OF LIABILITY

- 13.1 Without limiting any rights otherwise available to TTA, the myki Outlet indemnifies and agrees to keep indemnified TTA in respect of any and all losses, costs, damages, expenses or demands suffered by TTA as a result of:
- (a) negligence or fraud on the part of the myki Outlet;
 - (b) false representations made by the myki Outlet, causing loss to a consumer or TTA;
 - (c) any dispute between the myki Outlet and a consumer in respect of good or services supplied by the myki Outlet;
 - (d) any interaction between the myki Outlet's system and the NTS;
 - (e) damage to Card stock after delivery to the myki Outlet but prior to issue to a customer, or loss arising from theft of that stock;
 - (f) loss or theft of the Equipment; or
 - (g) damage to the Equipment caused or contributed to by the myki Outlet, including through the negligence of the myki Outlet.
- 13.2 Notwithstanding any other provision of this Agreement, to the maximum extent permitted by law, TTA excludes all liability to the myki Outlet (whether by way of indemnity, damages or otherwise) in respect of indirect or consequential loss incurred or sustained by the myki Outlet arising under, out of, or in connection with this Agreement, or for any act or omission under this Agreement whether such liability arises under contract, tort (including negligence) or for any other cause of action.
- 13.3 For the purposes of clause 13.2, "indirect or consequential loss" means any special, indirect or consequential loss or damage incurred or sustained, including, without limitation, liability for any loss of information, data, goodwill, revenue, profits, business or any interruption to business or services or for any failure to realise anticipated savings, even if such loss or damage was in the reasonable contemplation of the parties at the time of entry into this Agreement.

14. RECONCILIATION

- 14.1 To the extent that there are reconciliation discrepancies in the NTS resulting in a loss of cash or value caused by a failure by the myki Outlet to comply with its obligations under this Agreement, including a failure to comply with the myki Outlet Standards, the myki Outlet is liable to TTA for any shortfall resulting from those reconciliation discrepancies.

15. GENERAL

- 15.1 TTA may assign, novate or otherwise transfer this Agreement by notice in writing to the myki Outlet. The myki Outlet will execute any document required by TTA and do such things as and when requested by TTA to give effect to such assignment, novation or transfer.
- 15.2 The myki Outlet must not assign, novate or otherwise transfer any of its rights or obligations under this Agreement or subcontract the performance of any of its obligations under this Agreement without TTA's prior written consent (which may be given subject to conditions). Without limiting the previous sentence, the myki Outlet must notify TTA in writing within seven days of any sale or other disposal of its business or any part thereof, or (where the myki Outlet is a corporation) any Change in Control of the myki Outlet.
- 15.3 To the extent permitted by law, this Agreement embodies the entire understanding of the parties in relation to its subject matter and supersedes any prior written agreement of the parties.
- 15.4 If any part of this Agreement is or becomes illegal, invalid or unenforceable, the legality, validity or enforceability of the remainder of this Agreement will not be affected and this Agreement will be read as if the part had been deleted.
- 15.5 Except as otherwise provided in this Agreement, each party is to bear its own costs and expenses in connection with this Agreement.
- 15.6 This Agreement is governed by and must be construed according to the law applying in Victoria and each party irrevocably:
- (a) submits to the non-exclusive jurisdiction of the courts of Victoria, and the courts competent to determine appeals from those courts, with respect to any proceedings that may be brought at any time relating to this Agreement; and
 - (b) waives any objection it may now or in the future have to the venue of any proceedings, and any claim it may now or in the future have that any proceedings have been brought in an inconvenient forum, if that venue falls within paragraph (a).
- 15.7 (a) Each indemnity in this Agreement is a continuing obligation, separate and independent from the other obligations of the parties, and survives termination, completion or expiration of this Agreement.
- (b) It is not necessary for a party to incur expense or to make any payment before enforcing a right of indemnity conferred by this Agreement.
 - (c) A party must pay on demand any amount it must pay under an indemnity in this Agreement.

16. DEFINITIONS

- 16.1 In this Agreement unless the context indicates a contrary intention:
- (a) headings are for convenience only and do not affect interpretation;
 - (b) an obligation or a liability assumed by, or a right conferred on, two or more persons binds or benefits them jointly and severally;
 - (c) a reference to a party includes that party's executors, administrators, successors and permitted assigns, including persons taking by way of novation and, in the case of a trustee, includes a substituted or an additional trustee;
 - (d) a reference to a document (including any part of this Agreement) is to that document as varied, novated, ratified or replaced from time to time;
 - (e) a word importing the singular includes the plural (and vice versa), and a word indicating a gender includes every other gender;
 - (f) if a word or phrase is given a defined meaning, any other part of speech or grammatical form of that word or phrase has a corresponding meaning;
 - (g) "person" includes an individual, the estate of an individual, a corporation, an authority, an association

- or a joint venture (whether incorporated or unincorporated), a partnership, a trust and a governmental agency;
- (h) **"includes"** in any form is not a word of limitation; and
- (i) a reference to **"\$"** or **"dollar"** is to Australia currency.
- 16.2 In this Agreement, unless the context otherwise requires:
- "Add Value"** means adding stored value or any instrument which gives an entitlement to a service provided by a transport operator, or an entitlement to any other matter designated by TTA to myki.
- "Business Day"** means a day on which banks are open for business in Melbourne but not a Saturday or Sunday.
- "Cards"** means myki and NTS short term tickets.
- "Change in Control"** has the meaning given in section 50AA of the Corporations Act.
- "Equipment"** means a contactless card reader and such other hardware and software that is supplied by TTA to the myki Outlet.
- "Event of Insolvency"** means, in relation to a person, any of the following events:
- a receiver, manager, receiver and manager, trustee, administrator, controller (as defined in section 9 of the Corporations Act) or similar officer is appointed in respect of a person or any asset of a person;
 - a liquidator or provisional liquidator is appointed in respect of a corporation;
 - any application (not being an application withdrawn or dismissed within seven days) is made to a court for an order, or an order is made, or a meeting is convened, or a resolution is passed, for the purpose of:
 - appointing a person referred to in paragraphs (a) or (b);
 - winding up a corporation; or
 - proposing or implementing a scheme of arrangement or composition in respect of the company;
 - a moratorium of any debts of the company or an official assignment or a composition or an arrangement (formal or informal) with the company's creditors or any similar proceeding or arrangement by which the assets of the company are subjected conditionally or unconditionally to the control of the company's creditors is ordered, declared or agreed to, or is applied for and the application is not withdrawn or dismissed within seven days;
 - a person becomes, admits in writing that it is, is declared to be, or is deemed under any applicable law to be, insolvent or unable to pay its debts;
 - a company ceases, or threatens to cease, to carry on its business or payment of its debts generally;
 - any writ of execution, garnishee order, mareva injunction or similar order, attachment, distress or other process is made, levied, issued or enforced against or in relation to any asset of the company.
- "Fees Schedule"** means the Fees Schedule applicable from time to time in, attached to or referred to in the myki Outlet Standards.
- "Financial Product Advice"** has the meaning given to that term in the *Corporations Act 2001 (Cth)*.
- "Manual"** means any operating manual, training manual, procedures manual and any other manual issued by TTA from time to time in relation to any aspect of the NTS (whether or not called a 'manual').
- "myki"** means NTS long life smartcards.
- "myki Outlet"** means the person so specified on the front sheet of this Agreement.
- "myki Outlet Standards"** means the myki Outlet Standards referred to in clause 4.1.
- "NTS"** means the new ticketing solution of TTA.
- "Settlement Process"** means the process for reconciliation and settlement of amounts owing by the parties to each other under this Agreement, as set out in the myki Outlet Standards.
- "this Agreement"** means the agreement between TTA and the myki Outlet, comprising the myki Outlet Agreement Application Form, these myki Outlet Agreement Terms & Conditions, the Direct Debit Request, the Direct Debit Request Service Agreement, the Privacy Statement and the myki Outlet Standards.
- "TTA"** means the Public Transport Ticketing Body operating as Transport Ticketing Authority A.B.N. 73 595 242 024.

Direct Debit Request Service Agreement

This section of this document outlines the service commitment made by TTA to the myki Outlet referred to in the Direct Debit Request. It sets out the myki Outlet's rights, TTA's commitment to the myki Outlet and the myki Outlet's responsibilities to TTA together with what the myki Outlet should do in the event of dispute.

TTA'S commitment to myki Outlet

Under the Direct Debit Request made by the myki Outlet to TTA, TTA will periodically debit the myki Outlet's nominated account for the remittance of New Ticketing Solution (NTS) funds collected by the myki Outlet as specified in NTS revenue reports. These reports will be issued or made electronically available by or on behalf of TTA to the myki Outlet on a regular basis.

Drawing Arrangements

- The myki Outlet's account will normally be debited daily. If any debit falls due on a weekend, public holiday or other day on which TTA's banking provider is not open for business, it will be debited to the myki Outlet's account on the next Business Day following that date.
- It is a condition of the myki Outlet's participation in the NTS that the funds specified in the NTS revenue report are available for drawing on the due date and that all Direct Debit Requests are honoured.
- TTA will give the myki Outlet at least 14 days notice in writing when changes to the terms of this Direct Debit Request Service Agreement are made.

myki Outlet's commitment to TTA

The myki Outlet undertakes to ensure that:

- its nominated account can accept direct debits (the myki Outlet's financial institution can confirm this);
- on each drawing date there are sufficient cleared funds in the nominated account;
- it will advise TTA as soon as possible if it intends to transfer or close the nominated account; and
- it will not transfer or close the nominated account without making prior arrangements with TTA to ensure that the direct debit arrangements are uninterrupted.

If any drawing is returned or dishonoured by the myki Outlet's financial institution, TTA may re-draw them subsequently. Failure to comply with the requirements of this Direct Debit Request Service Agreement will be taken into account by TTA in determining whether the myki Outlet has met the criteria for payment of its Customer Service Payment.

myki Outlet's rights

Changes

If the myki Outlet wants to make changes to the drawing arrangements, it should contact the TTA's Retail Coordinator (or otherwise as nominated by TTA) during business hours. However, note condition 2 under 'Drawing Arrangements' above.

Enquiries

Please direct all enquiries regarding the Direct Debit Request arrangements to TTA's Retail Coordinator (or otherwise as nominated above). All communications addressed to TTA should include the myki Outlet's reference number allocated by TTA.

Disputes

If the myki Outlet believes that a drawing has been made incorrectly, the myki Outlet must take the matter up directly with TTA according to the established dispute resolution process. The myki Outlet must honour this Direct Debit Request Service Agreement, the Direct Debit Request and any drawings made under it pending resolution of the dispute.

If the myki Outlet does not receive a satisfactory response from TTA in relation to its dispute, the myki Outlet should contact its financial institution who will normally respond with an answer to the claim:

- within 5 Business Days (for claims lodged within 12 months of the disputed drawing); or

- within 30 Business Days (for claims lodged more than 12 months after the disputed drawing)

The myki Outlet's financial institution will normally require the parties to attempt to resolve the disputed drawing prior to involving them.

If an adjustment to the NTS revenue report is agreed or determined by TTA, an appropriate adjustment to a subsequent NTS Revenue Report will be made as soon as practicable.

Privacy Statement

Personal information collected by TTA relating to individuals will be treated strictly in accordance with this Privacy Statement. For information or queries about this Privacy Statement or to ask for access to any information TTA holds about you, you may contact your TTA Account Manager.

TTA's collection of your personal information

The personal information TTA collects about you is collected primarily for the purposes of managing and monitoring the myki Outlet's obligations under the myki Outlet Agreement Terms and Conditions, including TTA's assessment of any credit given in relation to such obligations, and the enforcement of those obligations. In addition, TTA collects this information to:

- manage the provision of Card stocks to you and enforce TTA's rights in connection with payment;
- market products and services provided by TTA and public transport operators;
- undertake market research.

If you are an individual applying for credit terms of trade, TTA may obtain a consumer credit report about you from a credit reporting agency:

- to assess the application; and
- for the purpose of collecting overdue payments.

TTA may collect information about you such as your credit worthiness and credit history from credit providers named in the application or in any consumer credit report about you.

TTA may not be able to process an application for credit without the personal information TTA collects in your application.

TTA's disclosure of your personal information

TTA may disclose personal information collected about you in the following circumstances:

- to a contractor of TTA under an outsourcing arrangement but only where the contractor is committed to meeting the same privacy obligations as those binding on TTA;
- to public transport operators;
- to Metlink Victoria Pty Limited;
- in accordance with any consent given to TTA or where TTA is authorised or compelled by law.

TTA will not sell or otherwise disclose your information without your permission.

TTA may give a credit reporting agency your personal information at any time in connection with the operation of a credit account and the enforcement by TTA of the myki Outlet's obligations or TTA's rights under the myki Outlet Agreement Terms and Conditions. This information includes:

- your full name, including any known aliases, your sex and your date of birth;
- your most recent three addresses;
- details of cheques or direct debits drawn which have been dishonoured more than once;
- the fact that you have applied for credit and the amount;
- the fact that TTA is a current credit provider to you;
- details of payments which are more than 60 days overdue and for which debt collection action has commenced;

- advice that payments are no longer overdue;
- the fact that the credit TTA provides to you has been paid or discharged; and
- that in certain circumstances, you have committed a serious credit infringement.

TTA may disclose information about you including your credit worthiness or credit history to other credit providers to assess an application by you for credit, to notify them of a default by you and to inform other credit providers who allege you are in default with them.

If you are an individual applying for credit in respect of an order, TTA may disclose a credit report that is or has been in its possession containing your personal information, or information derived from that report, to a person for the purpose of that person considering whether to offer to act as guarantor in respect of, or to offer property as security for credit given or to be given by TTA.

TTA may disclose your information to any assignee of TTA's rights under the myki Outlet Agreement Terms and Conditions where such disclosure is reasonably necessary for the purposes of such assignment or proposed assignment.

E-mail communication

If you provide TTA with an e-mail address for correspondence, TTA may send electronic communications, including reminders and notices, to you via that e-mail address. To protect your privacy, TTA recommends that any e-mail address you provide to TTA only be accessible by persons authorised by you to receive communications from TTA.

myki Outlet Standards

INTRODUCTION

These Standards are issued pursuant to the myki Outlet Agreement between the myki Outlet referred to in the myki Outlet Agreement ('you') and the Transport Ticketing Authority ('TTA') by which you have agreed to provide retail agency services for the New Ticketing Solution ('NTS'). These Standards are in addition to and do not supersede the myki Outlet Agreement.

Date: 12 November 2009

The effective date of these Standards is the date shown above. These Standards may be reissued or supplemented from time to time. To obtain a copy of the latest version, contact your myki Account Manager.

YOUR ROLE AS A MYKI OUTLET

As a myki Outlet, your role is to receive, store and issue myki on TTA's behalf in accordance with the myki Outlet Agreement. You must provide customers with access to facilities to enable them to top up with myki money (stored value) or myki pass (transit products). Subject to TTA approval, you may also accept myki as payment for goods and/or services.

You must provide general information to customers about myki and public transport and refer customers to the myki website at www.myki.com.au or the information line on 13 6954 (13 myki) for related queries.

You must train and monitor your staff to ensure that you comply with your obligations under the myki Outlet Agreement and these Standards.

PROCESS FOR SETTLEMENT

Net settlement of each day's transactions takes place the next Business Day via a direct debit from, or credit to, your nominated bank account. At the end of each Business Day, you will receive a report advising the total amount to be settled the following Business Day. This will show the debit for the amount of money you have collected for NTS goods and services less any commission payable to you for these transactions, and the credit for any purchases of goods and services purchased with myki money less the service fee payable to TTA for these transactions. You need to have sufficient available funds in your nominated bank account by 4.30pm on the Business Day immediately following the relevant transactions.

If sufficient funds are not available in your nominated account, dishonour fees may be imposed by your financial institution and/or TTA. Where sufficient funds are not available in your nominated bank account, your myki Outlet account may be suspended and your transactions or login disabled until all outstanding amounts are paid. If your account is suspended, you will not be able to issue or top up myki for your customers, or accept myki as payment for any purchases. Should you experience any difficulty meeting the required Direct Debits, please contact your myki Account Manager to discuss the matter as soon as possible.

At the end of each quarter, subject to the satisfactory performance of your service obligations, a customer service payment will be payable to your nominated bank account.

Any questions or concerns regarding settlement or reconciliation should be raised as soon as possible. For support and assistance with any operational queries, contact your myki Account Manager.

myki Outlet Standards

EQUIPMENT AND INFRASTRUCTURE

TTA will provide and install the myki equipment needed to facilitate the top up and issue of myki and to accept myki as a form of payment. You must operate the equipment only at the trading address recorded in the myki Outlet Agreement. While all equipment remains the property of TTA, you will be responsible for keeping the equipment safe and secure to prevent theft, vandalism or misuse. The equipment must be kept clean at all times. TTA should be advised immediately if the equipment is faulty or unable to process transactions. You must fully cooperate with the myki call centre and TTA's service providers as appropriate.

You must ensure that the myki equipment is installed, located and used in such a way that the safety of you, your staff and customers is not compromised.

Operating the myki equipment requires a power supply. You are responsible for ensuring that power services are available for use with the Equipment. TTA will be responsible for the cost of all communications required to transmit transactions.

CUSTOMER SERVICE OBLIGATIONS

As a myki Outlet you must assist customers by providing up to date, accurate and reliable information regarding public transport, ticketing and myki. In assisting customers, you must respect customers' privacy at all times.

You and your frontline staff must have a reasonable working knowledge of public transport fare and zone information. You must provide brochures to customers upon request and refer them if necessary to the myki Call Centre on 13 6954 (13 myki) or the Metlink information line (131 638).

You must train staff to a sufficient level of knowledge to enable them to process myki transactions and assist customers with enquiries about public transport, fares and myki.

MEASUREMENT OF CUSTOMER SERVICE OBLIGATIONS

The customer service obligations are specified as follows:

Activity	Service Obligations
Issue myki	<ul style="list-style-type: none">• Hold sufficient myki stock (100 patron cards of each type)• Acknowledge receipt of new myki• Correctly issue myki
Top up	<ul style="list-style-type: none">• Correctly process top ups and product loads
Customer Service	<ul style="list-style-type: none">• Correctly check the current value on a customer's myki• Provide adequate local public transport information• Required brochure set and forms available and on display. The brochure set and forms includes:<ul style="list-style-type: none">- myki information brochure;- Fares and travel guide; and- Concession guides (Students & Seniors)- Registration form, Refund & Reimbursement form• Remain open to the general public for the above services during the trading hours previously notified to TTA
Payment to TTA	<ul style="list-style-type: none">• Payments due to TTA direct debited successfully as required

Your performance against these obligations will be assessed each quarter using transaction data, mystery shopper and other techniques. In consideration of your satisfactory performance of these service obligations, a customer service payment will be payable to you each quarter, as long as the standards are maintained in line with the scheduled minimum levels.

TRADING HOURS

You have specified to TTA the minimum times and days that your business will trade in myki products. Any changes that you wish to make must have prior approval by TTA.

myki Outlet Standards

POS DISPLAY OBLIGATIONS

You are required to display all nominated point of sale (POS) marketing material to identify your store as a myki Outlet. The POS material includes:

- 1 x flag,
- 1 x "myki" window decal (square),
- 1 x counter mat,
- 1 x brochure holder with brochures,
- 1 x promotional poster, and
- 1 x wobblers

You are also required to provide appropriate transport information and collateral to customers as appropriate. TTA encourages you to submit a floor plan designating the area to be allocated for the above POS material. You may also be required to assist in the promotion of specific marketing and customer campaigns that arise from time to time (e.g. Spring Racing Carnival). This may take the form of displaying additional POS posters and marketing collateral.

TTA and/or the relevant public transport operator will provide all POS material and collateral at no cost to you. All POS material must be maintained in a well presented condition. New material can be requested by placing an order through the Retail Portal website.

CHANGES TO YOUR BUSINESS

In order to fulfil our responsibilities, it is vital that TTA be informed of your business plans. You must inform TTA before undertaking any of the following changes:

- Ownership or control of the business (selling your business)
- Legal structure to your business entity
- Relocating your business
- Changes to the primary business type/environment
- Change of business name

Please note that you must inform TTA in writing in no less than forty (40) business days if ownership of your business is to change control. (Please note that separate application processes applies for a new business owner/vendor).

ORDERING PROCEDURES

You are required to have adequate stock of myki and marketing collateral at all times to meet your customers' needs. When additional marketing collateral is required, an order can be placed through the Retail Portal website. You will not need to place orders for additional myki patron cards as these are automatically consigned.

You should normally place no more than ONE order per MONTH. TTA will endeavour to deliver myki and marketing stock within seven business days of receipt of an order.

You must contact the Retailer myki Call Centre immediately (within 24 hours) if the myki stock you receive does not match your order or if it is damaged in any way, and immediately if any myki stock is lost or stolen.

METCARD AND V/LINE TICKETING

All myki Outlets that are currently Metcard ticket agents must continue to sell Metcards until directed by TTA. All existing Metcard core stock requirements must be maintained. However, Metcard POS material is to be replaced by myki POS material when provided until otherwise directed. At the relevant time, your myki Account Manager will discuss with you the best means of transition from Metcard to myki.

All myki Outlets that are currently V/Line ticket agents must continue to provide V/Line ticketing and reservations services until directed by TTA. All existing V/Line ticketing requirements must be maintained. At the relevant time, your myki Account Manager will discuss with you the best means of transition from V/Line ticketing to myki.

myki Outlet Standards

MYKI OUTLET FEES SCHEDULE

This Fees Schedule applies for the purposes of the myki Outlet Agreement and supersedes any previous Fees Schedule.

1. Customer service payment

A quarterly payment of \$260.00, paid for your satisfactory performance of operational and customer service obligations. The payment is payable each quarter in arrears. If you fail to meet the required service obligations, the payment may be partially or fully withheld or forfeited.

2. Top up of myki with money or myki pass

Each time a myki is loaded with product or topped up with value at the myki Outlet, you will receive payment of four per cent (4%) of the published price of the product or value of the top up.

3. Card issuing

For each new myki you issue you will receive a card issuing payment of \$0.50. This amount is payable in addition to the initial top up. Thus, if a customer buys a new myki and loads initial value or product onto the myki at the same time, you will be paid \$0.50 for issuing the card plus 4% for the initial top up. The initial top up does not include the card fee payable by the customer.

4. myki merchant service fee (MSF)

The MSF is payable by you to TTA if myki is used to purchase goods at your store. The use of myki as payment for goods and services is a service that must first be approved by TTA, as it will be subject to Government approval. The MSF is 2.5% of the value of the purchase.

5. GST

All amounts are inclusive of GST.

6. EFTPOS and credit cards

If the myki Outlet has EFTPOS or credit card facilities, these should be available for customers who wish to buy myki cards and add product or value. It is preferred if these facilities are provided at no extra charge to customers. This does not prevent the myki Outlet from applying its normal minimum EFTPOS or credit card limits.



For support and assistance with any technical queries,
myki outlets can contact the Retailer myki Call Centre on 1800 687 000.

For enquiries about this Standards Document or operational issues,
please contact your
myki Account Manager

Date: / /

myki Agent Checklist

Trading Name:

Trading Hours of Business:

Monday:	Open:	Close:	Total Hours
Tuesday:	Open:	Close:	Total Hours
Wednesday:	Open:	Close:	Total Hours
Thursday:	Open:	Close:	Total Hours
Friday:	Open:	Close:	Total Hours
Saturday:	Open:	Close:	Total Hours
Sunday:	Open:	Close:	Total Hours

Additional Outlet Information:

Does agent have another myki outlet? ☐ Yes* ☐ No * If yes, supply details in notes section

Are credit card/EFPOS payments available? ☐ Yes ☐ No

Are credit card/EFPOS payment accepted for myki? ☐ Yes ☐ No

Is there a minimum payment requirement for EFPOS/credit card use? ☐ Yes* ☐ No * If yes, supply min amount \$_____

myki Technical Information:

Is PC available at point of sale? ☐ Yes ☐ No

Operating System: ☐ MAC Windows: ☐ 95 ☐ 98 ☐ 98 SE ☐ Millennium Edition ☐ NT ☐ 2000 ☐ XP ☐ Vista

Internet access available in-store: ☐ Broadband ☐ Dial-up ☐ No

Internet access available elsewhere (i.e. home or office): ☐ Broadband ☐ Dial-up ☐ No

Additional Notes:

Contract Information:

Date contract signed by retailer: ____/____/____ myki agreement version: ____/____/____

Date myki DDR signed by retailer: ____/____/____ myki standards version: ____/____/____

Office Use only:

Entered into Maximizer: ____/____/____ TRIM Ref. Retailer Signature: TTA / ____/____

Signed by TTA: ____/____/____ TRIM Ref. TTA Signature: TTA / ____/____

Returned to Outlet: ____/____/____ 3G reading: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ no reading

myki RETAIL PORTAL

NTS USER ACCESS REQUEST FORM

USER DETAILS

TTA Account Number: _____

Business Trading
Name: (required) _____

Business Trading
Address: (required) _____

New User ☒ Yes ☐ No If No, Username: _____

First Name: (required) _____

Surname: (required) _____

E-mail: (required) _____

Phone: (required) _____

Position / Role Profile:

☐ Store Owner/Manager ☐ Supervisor ☐ Sales Employee ☐ Other _____

Reason for Access: Access myki production Retail Portal for product and consumable orders, maintenance, sales/settlement reports, other service requests

Start Date for Access: _____ End Date for Access (If Known): _____

APPROVALS

(required)

User

Signature

Name

Date

(required)

User

Owner/Manager

Signature

Name

Date

Please return: 1. via Prepaid Envelope 2. via Fax 03 9651 7566 or 3. via Email metcard@transport.vic.gov.au

ENVIRONMENTS (Kamco Use Only)

☐ Production (DC/DR)

☐ Test – Please Specify: _____

☐ Pilot – Please Specify: _____

☐ OpCo (Training/Sandbox)

APPROVAL (Kamco Use Only)

CAB

Signature

Name

Date

OpCo Manager

Signature

Name

Date

Technical

Support Manager

Signature

Name

Date



FAQS

Please note that these are consumer based FAQs.

What is myki?

myki is Victoria's new ticketing system and is replacing the current ticketing systems on Melbourne's trains, trams and buses and V/Line trains and coaches. myki is already operating on train, tram and bus services in Zones 1&2 in Melbourne, and regional bus services in Geelong, Ballarat, Bendigo, Seymour, Warragul and the Latrobe Valley.

myki is a reusable smart card, which is similar in size to a credit card so it fits nicely in your wallet or purse.

A myki can store either a myki pass (travel days) or myki money (dollar value) and these are used to pay for your journey. When the balance on your myki gets low or when your pass runs out, you just top up your card to keep travelling.

Additional questions:

- Why are we replacing the old systems?
- When will Metcard end?
- Where can I buy a myki?
- Where can I use myki now?
- When will V/Line services be changing to myki?
- How much does a myki cost?
- What is better for me – myki pass or myki money?
- What myki should I buy?
- What are the benefits of myki?
- How do I register a myki?
- What are the benefits of registering a myki?
- What personal information is stored on the myki?
- Will my personal information be protected and secure on the myki system?
- What if I don't have a myki?





it's your key

Why are we replacing the old systems?

Smart card technology, like that being used for myki, is now being introduced across public transport systems around the world, superseding magnetic and paper tickets. Our current systems have become outdated, so it is now Victoria's time to change over.

Like many other public transport ticketing systems, myki has been designed to accommodate our State's unique needs.

myki will allow all Victorians to enjoy a ticketing system that works across trains, trams and buses in Melbourne, on V/Line services and buses in Geelong, Ballarat, Bendigo, Seymour, Warragul and the Latrobe Valley. myki will also be one of the largest smart card ticketing systems in the world, operating in a capital city as well as suburban and regional centres.

When will Metcard end?

The myki and Metcard system will continue to operate in parallel until at least Easter 2011, and you can use a myki or a Metcard on Melbourne's public transport services.

Customers with Metcards will have enough time to use up any remaining travel days. If you have a periodical ticket, you can exchange it for a myki, before the Metcard system is turned off.

There will be an extensive public information campaign about when Metcard will end.

Where can I buy a myki?

It is going to take a few months to open every myki sales and top up outlet. When this process is complete, you will be able to buy a myki from the following locations:

- Online at myki.com.au
- By calling 13 6954 (13 myki)
- Premium stations
- myki machines at most railway stations, and selected tram stops and bus interchanges (full fare myki only)
- 7-Eleven and selected independent retailers
- V/Line ticket agents
- By post (application forms available from stations, myki.com.au and a range of other locations)
- The MetShop (corner of Little Collins and Swanston streets)
- The myki Discovery Centre at Southern Cross Station





it's your key

Where can I use **myki** now?

You can now use myki on Melbourne's Metropolitan trains, trams and buses as well as on town bus services in Geelong, Seymour, Ballarat, Bendigo, the Latrobe Valley and Warragul.

When will V/Line services be changing to **myki**?

The new ticketing system rollout continues and V/Line rail and coach services will begin operating with myki in later stages. Check myki.com.au for updates.

How much does a **myki** cost?

A full fare myki costs \$10 and a concession, senior and child myki costs \$7.

What is better for me – **myki** pass or **myki** money?

myki pass is great for regular travellers and lets you access current weekly, monthly or yearly discounts by giving you the flexibility to purchase 7 consecutive travel days or anywhere between 28 and 365 days of travel.

myki money is perfect for someone who travels infrequently or whose daily or weekly travel patterns vary a lot. With myki money, it does not matter how often you travel because as long as you touch on and touch off myki will always calculate the lowest fare for you.



What myki should I buy?

There are four types of myki cards: **Full fare**, **Concession**, **Senior** and **Child**



Full fare

(17 years and over and no concession entitlement)



Concession

- VPT Student Concession Card holders
- Pensioner Concession Card holders
- Health Care Card holders
- War Veterans/War Widows Transport Concession Card holders
- Non-Victorian Seniors



Victorian Seniors

(Victorian Senior card holders)



Child

(4 years to 16 years inclusive)



Short Term Ticket

- 2 hour/single
- Daily



What are the benefits of myki?

There are a number of benefits associated with having a myki:

- **Convenience:** You can use the one durable card to travel. No need to buy tickets every day.
- **Lowest fare automatically:** When you use myki money and touch on and touch off correctly, myki calculates the lowest fare for each journey. Fares are capped at 2 hours and a daily maximum.

The daily maximum is always cheaper than the equivalent short term ticket price (example: myki money zone 1+2 full fare = \$9.92 compared to a short term ticket zone 1+2 full fare = \$10.80)
- **Lower fares:** Fares are discounted for myki holders, with savings of up to 40% when compared to the cost of short term tickets.
- **Greater product flexibility:** You have access to products, such as myki passes, which provide the flexibility to buy travel for 7 consecutive days or any number of days from 28 to 365.
- **Greater range of payment options:** You have access to a wide range of payment options and are able to purchase, register, top up and set auto top up for your myki online.
- **More durable:** Most customers will only need to obtain a new myki once every few years.
- **Security:** You can register your myki for added security, such as balance protection.

How do I register a myki?

Registering your myki protects your card balance and provides some great benefits.

Registering is easy. All you need to do is provide us with some basic information (e.g. your name, address and contact details).

You can register your myki online at myki.com.au or via a registration form (also available at myki retail outlets) or by calling 13 6954 (13 myki).

You do not have to register your myki if you do not want to. An unregistered myki is called an anonymous myki. Having an anonymous myki means you miss out on some great benefits though.





it's your key

What are the benefits of registering a myki?

- **Balance protection.** You automatically get this when you register your myki. If your myki is registered and you report your myki as lost or stolen, your old card will be cancelled so it cannot be fraudulently used. You can transfer any remaining balance to a new replacement myki (for a fee of \$9.80).
- **Auto top up.** You can set up your myki account to automatically add money to your myki once the balance hits a certain value (e.g. \$10).
- **Manage your account online or via the call centre.** You can check your balance, the days remaining on a myki pass, transaction details, arrange top up and change personal details over the phone or online at myki.com.au
- **Link another account to your own and manage it.** For example, you can manage a child's myki.
- **Make enquiries and obtain tax invoices in relation to your myki account.**

What personal information is stored on the myki?

No personal information (apart from your name if you choose to have it printed on your card) is stored on myki. The only information stored on a myki is your myki money balance and/or myki pass, recent travel history and your last ten transactions.

If you register your myki, your personal information is securely stored in the back office.

Will my personal information be protected and secure on the myki system?

Yes, we understand and respect your right to privacy and we are committed to privacy protection. The Information Privacy Act 2000 and TTA's Privacy Policy regulate how we collect and handle your personal information. Call 13 6954 (13 myki) or visit myki.com.au for further information about privacy.

What if I don't have a myki?

You will be able to buy a short term ticket, however you will not get the benefit of discounted travel you get with myki.



What is a **myki** pass?

myki pass is stored travel days for specified zones, valid for a certain period. You specify the zone or zones of travel and the exact duration of your pass – either 7 consecutive days or between 28 and 365 consecutive days. The myki pass will be active from the time you next touch on.

You need to pay for a myki pass upfront. The price is calculated based on the zone and number of days requested.

You can then travel with your myki for the duration of the pass within the specified zone. You need to touch on to activate the pass. Then please continue to touch on and off in the usual way.

If you have both, a myki pass and myki money on your card, the myki pass will be used for the zone(s) it is valid in).

Example:

If you have a myki pass for zone 1 and touch on in zone 1, but touch off in zone 2, the travel in zone 2 will be deducted from your myki money.

You must have a myki money balance of at least \$0.00 to travel with a myki pass. Even with a valid myki pass you will be unable to touch on if you have a negative myki money balance on the card, regardless of whether the pass is valid or not.

Note: You can store both myki money and myki pass on the same card.

Additional questions:

- Where can I top up my myki with myki pass?
- What is the minimum number of days I can buy?
- Do I still need to touch off, if I am travelling with a myki pass?

Where can I top up my **myki** with **myki** pass?

You can load a myki pass onto a myki at various locations by using a range of payment methods. As myki continues to roll out across Melbourne and Victoria, additional sales and top up channels will become available.

You will be able to top up a myki pass at the following locations. For up-to-date information on where you can top up myki pass check myki.com.au.





it's your key

PAYMENT METHODS:

LOCATION	NOTES	COINS	EFTPOS ⁻	CREDIT CARD
Staffed railway stations	Yes	Yes	Yes	Yes [†]
Myki machines at most railway stations, and selected tram stops and bus interchanges	Yes [§]	Yes [§]	Yes	Yes ^{†-}
7-Eleven, myki retailers and V/Line ticket agents	Yes	Yes	Yes [*]	Yes [*]
Online at myki.com.au	No	No	No	Yes [†]
By telephone – 13 myki (13 6954)	No	No	No	Yes [†]
The MetShop	Yes	Yes	Yes	Yes [†]

§ 5 cent coins not accepted. Maximum change provided is \$10.

† Visa and Mastercard only

* Where facilities available.

- PIN required.

What is the minimum number of days I can purchase as a pass on my myki?

You can have 7 consecutive days of travel (7 day pass) or any number of consecutive travel days between 28 and 365.

Do I still need to touch off, if I am travelling with a myki pass?

You need to touch on to activate your myki pass and you should touch on and off every time you travel as this ensures you do not accidentally travel beyond the expiry date of your pass or outside the zone on your pass.



What is **myki** money?

myki money is a dollar amount (e.g. \$20, \$50) that is stored on a myki. When you touch on and touch off as you travel the system knows where you have travelled and deducts the lowest fare.

With myki money, you are not restricted to zones, as you pay for what you use. As long as you touch on and touch off correctly, myki money will always give you the lowest fare.

myki money fares are based on the discounted Value Metcard ticket offers, so you will save no matter how little or often you travel.

Fares will be capped to the applicable 2 hour or Daily fare.

You can store both myki money and myki pass on the same card.

Additional questions:

- How will myki know what fare to charge me?
- Where can I top up my myki money?
- What is the maximum amount I can have on my myki?
- When I top up how long does it take for the money to appear on my myki?
- What is Auto Top Up?
- What happens if I forget to top up my myki?
- What should I do if I have a negative balance?
- What happens if I forget to touch off?
- What is a default fare?

How will **myki** know what fare to charge me?

When using myki money, if you touch on and touch off correctly you will always pay the lowest fare.

myki money fares are based on the discounted Value Metcard ticket offers, so you will save no matter how little or often you travel.

If you are currently entitled to a concession or senior concession fare, your concession entitlements will remain the same under myki.

When using a concession, senior or child myki, the system automatically knows what concession fare to deduct from your myki money balance.

Seniors will never pay more than \$3.30 on a weekday or \$3.00 on public holidays. All senior myki holders are entitled to free travel on Sundays for journeys in one or two consecutive zones within Victoria. From 1 January 2011 seniors will have free weekend travel in one or two consecutive zones within Victoria. A senior myki automatically has the free Sunday pass loaded into it.



Fare capping example:

You are a full fare who takes the train from Nunawading to Parliament. You touch on in zone 2 and travels towards the city, touching off in zone 1. A fare of \$4.96 is deducted from your myki money balance at touch off, and a 2 hour zone 1+2 product is created.

Later that day (after the 2 hour product has expired), you make a short journey by tram, correctly touching on and off. Now that all trams operate in Zone 1 \$2.94 is deducted from your myki money balance.

After work, you repeat your morning commute, in reverse, touching on at Parliament in zone 1 and touching off at Nunawading in zone 2.

The 2 hour fare for this journey is \$4.96; however, the Daily cap for zone 1+2 travel is \$9.92. You have already paid \$7.90 (\$4.96+\$2.94), so only \$2.02 is deducted for the final journey. No further charges would apply for any further journeys that you make that day within zones 1+2.

You will never pay more than \$9.92 (full fare price) when travelling over zones 1+2 on a weekday – less than the equivalent zone 1+2 daily short term ticket \$10.80 (full fare).

Where can I top up my myki money?

You can top up myki money at various locations by using a range of payment methods. As myki continues to roll out across Melbourne and Victoria, additional sales and top up channels will become available.

You will be able to top up a myki pass at the following locations. For up-to-date information on where you can top up myki money check myki.com.au.

What is the maximum amount I can have on my myki?

The maximum amount of myki money a myki can store is \$999.99. This does not apply to myki pass as the value of the pass may exceed this amount.

When I top up how long does it take for the money to appear on my myki?

If you top up at a myki machine, at a retail outlet, at a staffed ticket office, the MetShop or on board a bus or tram your myki money is immediately credited to your card.

Please allow at least 24 hours for money topped up online at myki.com.au or by calling 13 6954 (13 myki) to be available on your myki. The money will appear on your card the next time you touch your card to a myki reader.

If you have arranged auto top up the money is available on your card as soon as you reach your set amount.





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PAYMENT METHODS:

LOCATION	MINIMUM TOP UP AMOUNT	MAXIMUM TOP UP AMOUNT	NOTES	COINS	EFTPOS [~]	CREDIT CARD	AUTO TOP UP
Staffed railway stations	\$1	\$250	Yes	Yes	Yes	Yes [°]	No
Myki machines at most railway stations, and selected tram stops and bus interchanges	\$1	\$250	Yes [§]	Yes [§]	Yes	Yes ^{° ~}	No
7-Eleven, myki retailers and V/Line ticket agents	\$1	\$250	Yes	Yes	Yes [~]	Yes [~]	No
Online at myki.com.au	\$1	\$250	No	No	No	Yes [°]	Yes
By telephone – 13 myki (13 6954)	\$1	\$250	No	No	No	Yes [°]	Yes
The MetShop	\$1	\$250	Yes	Yes	Yes	Yes [°]	No
V/line conductors and coach drivers [†]	\$1	trip completion	Yes	Yes	No	No	No
On-board buses	\$1	\$250	Yes	Yes	No	No	No
On-board trams	\$1	\$250	Yes [§]	Yes [§]	No	No	No

§ No change provided when topping up myki money at a myki machine.
5 cent coins not accepted.

† Customers may only top up sufficient funds to complete their trip
(only available where no top up facilities are available at the point of origin).

* Where facilities available.

◇ Visa and Mastercard only.

~ PIN required.

To avoid delaying buses, customers are strongly encouraged to top up before boarding when they board at a stop located at a railway station or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to top up on board the bus.
Myki money is not permitted to be topped up on board buses operating on metropolitan bus route number 401.

The maximum balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered mykis only, providing extra convenience and security.





it's your key

What is Auto Top Up?

Auto Top Up means that whenever your myki balance reaches a minimum value (set by you), an auto top up will take place and the money will be added to your myki balance (again set by you). The next time you touch on, an orange light will appear on the myki reader to show that a transaction has taken place.

Auto Top Up can only be set up only on a registered myki. Auto Top Up can be set up online at myki.com.au, by using the Auto Top Up Request form or by calling 13 6954 (13 myki).

Once you have set up auto top up, your myki is automatically topped up whenever your balance falls below a certain amount. With auto top up you will never run out of myki money.

If you set up a direct debit, you will be requested to sign a Direct Debit Request (DDR) form. DDR forms are available online, at selected retail outlets or via the call centre.

Please Note: Direct Debit is a different process to BPay.

What happens if I forget to top up my myki?

You should always make sure your myki has enough myki money on it to travel. You cannot start a journey with a negative myki money balance.

However, you may start and complete one trip provided the myki money balance is at least \$0.01. Your myki money balance can go into a negative for a single trip only.

If the myki money balance falls below this amount (i.e., value is \$0.00 or less), you will not be able to touch on and you will need to top up before you travel again.

In some cases, this will mean that if you have reached your cap and have remaining travel time within a zone you will not be permitted to touch on because the balance is \$0.00 or less. When you have topped up you will be able to travel within the 2 hour or daily cap as normal.

Example: If you begin your journey in zone 1 with a myki money balance of \$1 and then touch off in zone 1 you will be deducted a 2 hour fare. This leaves a negative balance (-\$1.94) on the myki. You will be unable to touch on again, even in zone 1 within the 2 hour period, until you top up to a positive myki money balance. You will not be fare evading but you will need to top up before travelling again.

What should I do if I have a negative balance?

If your myki money has dropped into a negative balance, you need to top up.

You will not be able to travel (even if you have a valid 2 hour, Daily or myki pass product) until your myki money balance is topped up over \$0.01.

If you are unable to top up before you next need to travel then you should buy a short term ticket to cover the necessary journey.



What happens if I forget to touch off?

With myki money, if you do not touch off, your myki does not know where you got off and you will be charged a default fare.

Do I need to touch off on the tram?

Recent changes to tram zones means trams operate across Zone 1 with small sections of Routes 86, 42, 109, 75 at the end of the line operating in a Zone1&2 overlap. If you don't touch off on a tram you will be charged a Zone 1 default fare (full fare customer \$2.94); passengers who travel only in the overlap zone should touch on and touch off on every trip to access the cheaper Zone 2 fare (full fare customer \$2.02).

What is a default fare?

The default fare will be based on the zones covered by the service being used by the customer:

A default fare on metropolitan trains is based on the notion that you travelled in Zones 1 and 2. A default fare on the metropolitan tram network is a Zone 1 fare and a default fare on the metropolitan bus network is based on the assumption that you travelled to the end of that service (Zone 1 and/or 2). The same default fare rule (end of service) will apply when travelling on regional bus services where myki is currently in operation.

Default fares are based on **myki** money fares.

All default fares will count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$9.92 for travel in zones 1+2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.00 to travel in zones 1+2 on a weekend or public holiday.

As myki is gradually introduced across Melbourne's train, tram and bus networks, there may be minor variations to the default fares charged on specific services/routes. For details, check online at myki.com.au or call 13 6954 (13 myki).



What are short term tickets?

Travellers who do not have a myki can buy a short term ticket. These are available as full fare or concession tickets for either 2 hour or daily travel. Short term tickets are available in all zones. Short term tickets are a paper smart card. Once they have been used or expire, they are thrown away.

Short term tickets do not provide the same savings as myki.

You still need to touch on and touch off with short term tickets as you travel.

Additional questions:

- What types of short term tickets are available?
- Where can I purchase short term tickets?
- If I buy a short term ticket, when is it valid from?
- How will I know when my short term ticket will expire?
- Do I need to touch on and touch off with a short term ticket?

What types of short term tickets are available?

2 hour

A 2 hour short term ticket provides unlimited travel within the zone(s) programmed on the ticket until two hours after the start of the next full hour when the ticket was first activated. For example, a ticket issued at 7.55 am will expire at 10.00 am and a ticket issued at 8.05am will expire at 11.00am.

Tickets first activated between 6.01 pm and 11.59 pm, are valid until 3.00 am the following day.

Daily

A daily short term ticket allows unlimited train, tram and bus travel within the zone(s) programmed on the ticket until 3.00am on the day after it was issued.

Where can I purchase short term tickets?

Short term tickets are currently not available in Melbourne.

You can buy short term tickets at various locations using a range of payment methods. As myki continues to roll out across Melbourne and Victoria, additional sales channels for short term tickets will become available.

You will be able to purchase a short term ticket at the following locations. For up-to-date information on where and when you can purchase short term tickets, check myki.com.au.

- myki machines at most railway stations, selected bus interchanges and tram platform stops
- The MetShop (corner of Little Collins and Swanston streets)
- Premium railway stations
- myki machines on board trams
- On board buses and coaches



	RAILWAY STATION CUSTOMER SERVICE CENTRE AND THE METSHOP	MYKI MACHINES AT RAILWAY STATIONS AND SELECTED BUS/ TRAM STOPS ◇	ON BOARD TRAM* ◇	ON BOARD BUS AND COACH ◇	V/LINE TRAIN CONDUCTOR ◇	V/LINE TTICKET AGENTS
SHORT TERM TICKET						
2 hour	✓	✓	✓	✓	✓	✓
Daily	✓	✓	✓	✓	✓	✓
PAYMENT METHODS						
Coins	✓	✓~	✓~	✓	✓	✓
Notes	✓	✓	✓	✓	✓	✓
EFTPOS [#]	✓	✓				✓ [†]
Credit Cards	✓ [^]	✓ ^{^#}				✓ [†]
myki money	✓	✓	✓	✓		✓

◇ Maximum change provided is \$10.

* Only zone 1,2 and 1-2 short term tickets available.

~ 5 cent coins not accepted.

† Where facilities available.

[^] Visa and Mastercard

[#] PIN required.



If I buy a short term ticket, when is it valid from?

Short term tickets issued on board trams, buses and by conductors on board V/Line trains are active from the moment of issue.

Short term tickets purchased from all other outlets must be touched on at a myki reader to be activated.

Short term tickets are available for full fare and concession customers. Valid concession identification must be carried to prove eligibility for concession entitlement. (Children under 16 years and under do not require identification).

How will I know when my short term ticket will expire?

When you touch a valid ticket to a myki reader, a green light will flash and the screen will show the time of expiry.

2 hour and daily short term tickets expire at the same time as they do today. Once activated, 2 hour short term tickets expire two hours from the start of the next full hour.

If a ticket expires at 3 pm and you touch on at 2.55 pm, your ticket will be valid for the entire trip even if you touch off after 3 pm. Daily tickets expire at 3 am on the day after it was issued.

If the ticket is not valid a red light will flash and the screen will say card expired.

Do I need to touch on and touch off with a short term ticket?

You will need to touch on a short term ticket to activate the ticket when you buy one from a myki machine or customer service staff.

Short term tickets bought from a bus driver or onboard trams are activated at purchase.

Please touch on and touch off with a short term ticket as you travel, however you won't be fined for not doing so.



Fares and ticketing guide

The following table shows myki money, myki pass and short term ticket fares for all zones.

myki money fares may be modified in accordance with any concession and/or off-peak discounts that apply.

	myki money			
	2 hour		daily	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$2.94	\$1.47	\$5.88	\$2.94
ZONE 2	\$2.02	\$1.01	\$4.04	\$2.02
ZONES 1&2	\$4.96	\$2.48	\$9.92	\$4.96

	myki pass			
	7 day pass (7 days)		28 - 325* days (daily rate)	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$29.40	\$14.70	\$3.60	\$1.80
ZONE 2	\$20.20	\$10.10	\$2.40	\$1.20
ZONES 1&2	\$49.60	\$24.80	\$5.80	\$2.90

*When a myki pass for 325 - 365 days is purchased, the fare will be the cost of a 325 day pass

	Short term tickets			
	2 hour		daily	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$3.70	\$2.30	\$6.80	\$3.70
ZONE 2	\$2.80	\$1.70	\$4.80	\$2.70
ZONES 1&2	\$5.80	\$3.30	\$10.60	\$5.60

Additional myki money fares

Weekend Daily Cap – Customers travelling within zones 1 and 2 on a Saturday, Sunday or public holiday will pay no more than \$3.00 per day.

Seniors Daily Cap – Senior myki customers will pay no more than \$3.30 per weekday



Additional questions:

- Will fares increase or are they changing because of myki?
- I currently buy a ... Metcard. What type of myki should I buy?

Will fares increase or are they changing because of myki?

No. The introduction of myki will not result in an increase to fares. However, fares may continue to increase in-line with the Consumer Price Index (CPI) each year.

I currently buy a ... Metcard. What type of myki should I buy?

The below table provides an overview of how the current fares compare to myki.

Metcard fares	myki options
Yearly Monthly Weekly	myki pass (7 days or 28 – 365 days)
5 x Daily 10 x 2 Hour Metcard 5 x Seniors Daily Metcard 5 x Weekend Daily Metcard 10 x Early Bird Metcard 10 x CitySaver Metcard	myki money Fares are worked out to the 'lowest fare' and capped to a 2 hour and Daily rate. The savings that a bulk purchase Metcard ticket offers will be available with myki money.
Daily Metcard 2 hour Metcard	myki money / short term tickets myki money will provide greater savings than the equivalent short term ticket For example: a 2 Hour Zone 1 full fare using myki money is \$2.94, while a 2 Hour Zone 1 full fare short term ticket is \$3.70.



6. Using your myki (touch on / touch off, default fare, checking balance)

When you travel with myki, you touch on at the myki reader at the start of your trip and touch off at the myki reader at the journey's end.

Each time you get on or off a tram or bus or enter/exit a train station you need to touch on and touch off at the myki reader.

If you are using myki money, touching on and off correctly ensures you are travelling with a valid product and means you will receive the lowest fare.

If you are using myki pass, touching on and off ensures you are travelling with a valid pass in the correct zones.

Touch on



- **GREEN LIGHT:** you're ready to go.
- ● **GREEN AND AMBER LIGHTS TOGETHER:** myki has been topped up or updated with your requested change and you're ready to go.
- **RED LIGHT:** card rejected*

Touch off



- 1** Transaction successful
- 2** Closing balance
- 3** Cost of fare

*Your myki can be rejected for reasons such as insufficient funds or a duplicate touch on. For further information call 13 6954 (13 myki)

Additional questions:

- Why do I need to touch on and off?
- What happens if I forget to touch off? (default fares)
- What if the myki reader is damaged or not working?
- I think I touched on twice – what happens?
- Where can I check the balance on my myki?



Why do I need to touch on and off?

Touching on and touching off calculates the lowest fare and finalises your trip details. If you fail to touch off the system does not know where you got off and it will assume you travelled to the end of the line. You will be charged a default fare that may be more than you should have paid for your trip.

When you travel with myki you touch your card to the myki reader at the start of your journey and touch your card to the myki reader at the end.

Each time you get on a tram or bus or enter a train station you need to validate your myki by touching on at the myki reader. Train and bus travellers also need to touch off at the end of the journey to calculate the lowest fare.

Always touch on when you board a tram, but you only need to touch off if your whole trip is in Zone 2. Recent changes to tram zones means trams operate across Zone 1 with small sections of Routes 86, 42, 109, 75 at the end of the line operating in a Zone1&2 overlap. If you don't touch off on a tram you will be charged a Zone 1 default fare (full fare customer \$2.94); passengers who travel only in the overlap zone should touch on and touch off on every trip to access the cheaper Zone 2 fare (full fare customer \$2.02).

What happens if I forget to touch off? (default fares)

With myki money, if you do not touch off, your myki does not know where you got off and will charge you a default fare.

The default fare is based on the zone(s) covered by the service you are using.

Mode of transport	Default fare charged
Trains	Two hour Zone 1+2 myki money fare
Trams	Two hour Zone 1 myki money fare
Buses that operate within one zone	Two hour myki money fare for the zone in which it operates either zone 1 or zone 2.
Buses that operate across two zones	<p>Once myki is completely rolled out:</p> <p>Two hour myki money fare for the zone or zones between where you got on and the end of the route.</p> <p>During the transition to myki:</p> <p>Two hour myki money fare for the zone in which you touched on. If you get on in a zone overlap, it will charge a Zone 2 default fare (i.e. the lowest possible default fare)</p>



Default fares are based on myki money fares.

All default fares will count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$9.92 for travel in zones 1+2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.00 to travel in zones 1+2 on a weekend or public holiday.

What if the myki reader is damaged or not working?

If a myki reader is damaged, then you should touch off at another nearby reader.

While it's highly unlikely – if all of the myki readers on the platform aren't working, please call 13 6954 (13 myki).

We will be able to check the status of all myki readers at the station and process a refund on the default fare, if necessary.

I think I touched on twice – what happens?

It is not possible to touch on twice. You can touch on and off at the same device, however, a blocking period prevents you from touching on and then touching off too quickly or by accident.

If you change your mind and do not want to catch the train you are about to take, you can touch off within 15 mins and you will not be charged a fare. (Because you touch on as you board a tram or bus, change of mind is not permitted on trams or buses).

If you have a registered myki, you can check your transaction history online at myki.com.au or you can call 13 6954 (13 myki).

Where can I check the balance on my myki?

Each time you touch on or touch off, your myki money balance is displayed on the myki reader. The balance will not be displayed the moment the card is removed.

You can also view your myki balance (money or travel days) as well as recent transaction details at a myki check. These are located at some metropolitan train stations, selected V/Line stations and selected bus interchanges and tram platform stops.

If you have a registered myki, you can also check your balance online at myki.com.au or by calling 13 6954 (13 myki).



Replacing a myki, refunds, reimbursements and caring for your myki

If cared for correctly a myki will last for about four years. If your myki is lost, stolen, damaged or stops working through no fault of your own there are ways to replace the card and transfer your myki money balance or myki pass across to a new myki.

Additional questions:

- What should I do if my myki is lost or stolen?
- What happens if my myki does not work or stops working?
- What happens if my myki is damaged or stops working?
- How do I get a replacement myki and can my money be transferred to a new one?
- Can a lost or stolen anonymous myki be blocked?
- Can I swap from a concession to a full fare myki (or vice versa)?
- Can I get a refund on unused myki money or days?
- I'm unsure about how much I have been charged, what can I do?
- How durable is my myki?

What should I do if my myki is lost or stolen?

If your myki has been registered and is lost or stolen, your myki money or myki pass has balance protection. Only a registered myki can be replaced if it is lost or stolen.

As soon as you report your card lost or stolen, a block will be placed on the myki and it can no longer be used. You can report a lost or stolen myki online at myki.com.au or by calling 13 6954 (13 myki).

You will be issued with a replacement myki and the remaining myki money or myki pass will be transferred to the new myki for an administration fee of \$9.80.

If your myki is not registered, your balance cannot be recovered and you will need to buy a new myki.

What happens if my myki does not work or stops working?

Your myki will be replaced free of charge if it has stopped working through no fault of your own.

If your myki has stopped working because of a technical issue (and is not visibly damaged), we will replace it without charge after analysis and your current balance/myki pass will be transferred across.

What happens if my myki is damaged and stops working?

If your myki has stopped working because it is broken or damaged due to mistreatment you will be charged a \$9.80 administration fee for a replacement myki with the remaining myki money balance transferred across. This replacement fee includes the cost of a new replacement card.

To transfer your money to a new myki, or to obtain a refund on money not used, you will need to fill out a Refund and reimbursement form which you will find online at myki.com.au and send in your myki. Please complete it and send it to the address on the form.



How do I get a replacement **myki** and can my money be transferred to a new one?

To organise a replacement myki and to transfer your money across you will need to fill out a 'replacement myki form' which you will find online at myki.com.au and send in your myki. This form is available at selected retail outlets, premium train stations, the MetShop (corner of Little Collins and Swanston streets) and the myki Discovery Centre at Southern Cross Station. Please complete it and send it to the address on the form.

An unregistered myki can be replaced if it is damaged or defective. Registering your myki automatically gives you balance protection.

If your myki is deemed faulty after analysis due to a technical issue and is not visibly damaged, we will replace it without charge and your current balance/myki pass will be transferred across.

If your myki is broken or damaged because of mistreatment, you will be charged a \$9.80 replacement fee. This replacement fee includes the cost of a new replacement card.

Can a lost or stolen anonymous **myki** be blocked?

Anonymous cards cannot be blocked, even if the card number is known. Please register your myki to protect the value on it.

Can I swap from a concession to a full fare **myki** (or vice versa)?

Yes. If you need to switch from a full fare myki to a concession myki or vice versa, or from a child or seniors myki to another concession myki, you can take your old card to the MetShop or the myki centre at Southern Cross Station where you will be asked to fill out a refund and reimbursement form which you will find online at myki.com.au and hand over your myki. You will receive a new myki at no cost and a cheque for the remaining balance on your old myki will be posted to you.

Can I get a refund on unused **myki** money or days?

Yes. You will need to fill out a refund and reimbursement form which you will find online at myki.com.au and submit it with your myki. Any unused funds, either myki money or myki pass days, can be refunded, less the administration fee of \$9.80. You will receive your refund as a cheque in the mail.

I'm unsure about how much I have been charged, what can I do?

If your myki is registered please check your transaction details online at myki.com.au, call 13 6954 (13 myki) or use a myki check to see whether you have been overcharged.

If you still have a query about your charges, please call 13 6954 (13 myki).





it's your key

How durable is my myki?

You should treat your myki the same way you would treat a credit or debit card. Do not alter your myki in any way. Do not bend, puncture, wash or leave your card in the sun.

Altering it could damage the small antenna that is used to send information between the card and the myki reader. If the antenna is damaged, the card will not function properly. A myki which is not fully operational is not valid for travel.

Your myki can be kept in your wallet next to your credit and debit cards.



Glossary

Account holder

The account holder is the person to whom the myki is registered and who has authority to manage that account.

Anonymous myki

An anonymous myki is a myki that is not registered.

Auto top-up

Auto top-up allows a customer to choose an amount that is added to their myki balance from a linked bank account or credit card automatically once their myki money balance reaches a minimum value. An auto top-up can only be set up on a registered myki.

Balance protection

Balance protection means that if a registered myki is reported lost or stolen, the card is blocked and the remaining myki money and/or myki pass can be transferred to a new myki. Balance protection is not available for an anonymous myki.

Best fare

Provided a customer touches on and touches off, myki money will give the customer the lowest cost product (e.g. city saver) for their trip and cap the fare to the lowest available fare. That's why myki money always gives the best fare. In the Melbourne metropolitan area, myki money fares are based on Value Metcard fares.

Cardholder

The cardholder is the person who uses the myki to travel. The cardholder may be different from the account holder.

Child myki

A Child myki is a concession fare myki available to children aged 16 years and under. Children under 4 years travel free and do not need a myki.

Commuter Club

Commuter Club ([link](#)) is a scheme for employers or other organisations to buy 365-day myki passes on behalf of the organisation's employees, members or volunteers.



Concession myki

A concession myki is a myki available to customers who are eligible for concession fares as defined in the Victorian Fares and Ticketing Manual (myki). A concession myki automatically calculates fares at the discounted concession rate.

Default fare

When using myki money, a default fare is the fare payable for a service on which a customer travels and fails to touch off.

Disposable Smartcard (DSC)

A short term ticket.

Electronic gates

The electronic gates are the gates at which a customer touches on and touches off their myki as they pass through when they enter or exit certain stations.

Full fare myki

A full fare myki is a myki used by customers who are not entitled to any travel concessions.

Long Life Smartcard (LLSC)

A myki card.

Metcard

Metcards are the paper tickets with a magnetic stripe that are currently used to travel on Melbourne's public transport. Customers can still use Metcards to travel during the transition to myki, as both systems will operate in parallel for a certain time.

Metlink

Metlink is a partnership of Melbourne's train, tram and bus operators, which provides customers with information such as timetables or service updates.

MetShop

The MetShop provides face-to-face contact to assist customers with all their public transport needs. The MetShop is located in the Melbourne Town Hall building on the corner of Swanston and Little Collins Streets.



myki check

A myki check is the blue machine found at some metropolitan train stations, selected tram platform stops, some V/Line stations and selected bus interchanges. Customers can use the myki check to view the information stored on their myki, including the myki money balance, myki pass balance, recent transactions and travel history.

myki machine

myki machines are located at all metropolitan train stations and selected V/Line stations, bus interchanges and tram platform stops. Customers can use them to buy a full fare card. Customers can also use them to top up myki money and their myki pass, check their recent transaction history and buy short term tickets.

myki machine – trams

Customers can top up myki money to a maximum of \$20, and buy short term tickets on myki machines on trams.

myki money

myki money is a dollar amount stored on a myki. With myki money, the best fare is calculated according to where and when a customer touches on and touches off at the start and the end of each trip.

myki pass

myki pass is a product stored on a myki in the form of travel days for a specified zone or zones, valid for a certain period.

myki reader

myki readers are the green myki readers customers must use to touch on and touch off at the start and end of each trip. They are located at the entry and exit points on buses, trams and at train stations.

Public Transport Ombudsman (PTO)

The Public Transport Ombudsman deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with public transport operators or the Transport Ticketing Authority. For further information, visit www.ptovic.com.au

Registration

Registering the cardholder's personal details means that the myki has balance protection, travel history is available online and a customer can arrange auto top up.



Senior myki

Customers who have a valid Victorian Seniors Card are eligible to use a Seniors myki to travel.

Short term ticket

Customers who don't have a myki can buy short term tickets to travel. 2 hour and daily short term tickets are available across the public transport network in full fare or concession categories, and for some V/Line services, as peak and off-peak types.

Smart card

A smart card is a card containing a microchip that processes information and can be used to pay for services, such as public transport. mykis and short term tickets are smart cards.

Top up

Topping up is loading travel days (a myki pass) or a dollar amount (myki money) onto a myki to pay for travel.

Touch off

Touching off is placing the myki or short term ticket against a myki reader at the end of a customer's trip so that the reader shows a green light.

Touch on

Touching on is placing the myki or short term ticket against a myki reader at the start of a customer's trip so that the reader shows a green light.

Transition period

The transition period is the time when Melbourne makes the switch to myki. During this phase, customers will be able to use either Metcard or myki to travel on public transport. An extensive public information campaign will take place before Metcard ends.

Transport Ticketing Authority (TTA)

The TTA is the state body that manages the delivery of the myki ticketing system.

Update to section 4

Procedures





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Reports

In order for you to be able to manage your business successfully you need to be informed about how your business is performing on an annual, monthly, weekly and daily basis.

To assist in this regard, a number of reports are available so that you can monitor your daily sales projections and adjust or address them in a timely manner. These reports are available in a number of formats.

HHD Terminal Reports

The HHD compiles all transactions conducted through the terminal. You are able to access certain information as reports printed from the HHD terminal.

The reports can be used as a guide for planning, tracking and reconciling.

Please refer to your *Retail Hand Held Device User Guide* (in this folder) for more details on how to access, print and interpret HHD terminal reports.

Retail Portal Reports

The Retail Portal compiles all transactions conducted through the portal. You are able to access certain information as reports printed from the Retail Portal.

The reports can be used as a guide for planning, tracking and reconciling.

Please refer to your *Retail Portal User Guide* (in this folder) for more details on how to access, print and interpret portal reports.

Retail Portal User Guide

The user guide provides more detailed information on:

1. Recipient Created Tax Invoice.
2. Sales Transaction List Report.
3. Sales transaction Summary Report.
4. Daily Settlement Report.

Settlement of Accounts

A proportion of PTV's revenue is generated through the retail distribution network. Money paid by public transport patrons to you for the purchase of myki transport products is collected and temporarily retained by you on trust.

The retail partnership works because each sale generates a commission (or service fee) for you. The more you 'sell', the more your commission grows.

The current rates of commission payable and service fee(s) for each myki transport product can be found in your myki Outlet Standards (as part of the myki Outlet Agreement) detailed in the Contractual Information section of this folder.

In accordance with the myki Agreement, discounting or charging any variation on established prices for myki transport products is expressly forbidden. Your Agreement will be immediately terminated if you are discounting or charging any variations for myki transport products, unless you receive written confirmation from PTV to the contrary.

Settlement Process

Product Pricing

The State Government of Victoria establishes the Total Ticket Costs charged for transport products and publishes them in the Victorian Fares and Ticketing Manual each year. This cost does not include your commission or service fee.

Electronic Banking

PTV has a direct debit banking process in place to settle amounts due for the accounting period direct debit (sweep process).

Each day PTV's trading bank (Westpac Bank) performs a direct debit, or 'sweep' of all retailers' nominated bank accounts to recover monies held on trust by you to PTV.

You must ensure that all monies due to PTV have been deposited in your nominated bank account each day. The amount that PTV will debit will be a net charge (less your commission/card issuing payment) for the previous accounting period transactions (ie previous day). All transactions processed on a Saturday and Sunday (or public holiday) will be debited from your account on the next available PTV business day.

The debit or credit amount is detailed in the Daily Settlement Report (see above).

PTV may change to the above accounting periods (daily sweep) by providing you with written notice as indicated in your myki Agreement.

Failure to ensure sufficient funds (held on trust) are in your nominated bank account to cover the net payments due to PTV on each daily direct debit (sweep) period is covered by specific sanctions.



Payment Problems

PTV adopts a partnership approach to the retail network. Communication is essential if you experience any payment problems.

You will be contacted directly (next business day) should PTV receive notification that your direct debit (sweep) was returned unsuccessfully. In such an event, you will be advised that the outstanding amount will be included in the next available direct debit (sweep), in addition to the current daily amount. You will also be advised if a dishonour fee will be added due to failure to meet your obligations under your myki Agreement.

In the event that you know you are going to experience payment problems, please contact PTV Accounts Receivable for advice (see Contacts Page) or your Relationship and Training Officer before midday on, or the day before, the direct debit is due.

As you are an independent contractor of PTV for the purpose of collecting money from the sale of myki transport products you have no right to retain these funds. Failure to remit funds on the due date is a serious breach of the Agreement.

If any financial matter cannot be resolved promptly, your myki Agreement may be suspended or terminated.

Operator Help Desk

The Operator Help Desk provides support for technical and system difficulties or any general matter relating to myki issues. Under normal circumstances you contact the Operator Help Desk through the submission of a Service Request in the Retail Portal. If the Retail Portal is unavailable, you can contact the Operator Help Desk by telephone.

If you are required to call the Operator Help Desk you will be asked a series of questions to confirm your identity. This is to ensure that your personal information is being discussed with the right person – you!

The Privacy Act has principles and rules about the way organisations must handle personal information and these include rules about keeping the information secure and who the organisation can give it to. The Operator Help Desk will use personal information such as your full name, address and other contact details as a way of verifying or checking your identity when you call to discuss your business.

On rare occasions, it may be difficult to get in touch with the Operator Help Desk, especially if there is a major problem with the NTS affecting all members of the retail network. In such an event, the Operator Help Desk will most likely contact you by phone, fax, email or an SMS message to let you know what the problem is and when PTV expect it to be fixed.

The Operator Help Desk liaises directly with the Technical Services team to ensure that any difficulty you may be experiencing with the HHD (or Retail Portal) will be dealt with quickly and efficiently.

The Operator Help Desk staff will **not** release sensitive or confidential information that may impact on the level of sales within the myki outlet (or retail network) or could endanger a public transport patron's privacy.

For more information on the Operator Help Desk, refer to your Retail Portal User Guide.

Distribution of myki Supplies

All myki related supplies and products are warehoused at various locations providing you with the stock and consumables necessary to operate a myki retail business.

The Retail Portal is your primary tool to enable you to place orders for replenishment stock and consumables. You may also call the Operator Help Desk who can place orders on your behalf if you are experiencing difficulties accessing the Retail Portal.

All orders are processed to ensure that the supplies you require to meet the needs of your myki public transport patrons are delivered on a set time each week or month.

The Retail Portal User Guide (supplied in this folder) will assist you in placing orders.

Please note, you do **not** need to place orders for myki cards as these products are automatically 'triggered' in the NTS. If you wish to place an order for additional cards, this must be ordered via the Retail Portal.

All dispatch and distribution procedures have been negotiated with highly reputable third party couriers to ensure high standards and securely packaged goods are delivered to you. Where email is available, the intention is that the retailer will receive written confirmation of dispatch via email notification.

Each time items are dispatched to your business you will be required to sign for delivery. This is an electronic signature that acknowledges proof of delivery (POD) and is communicated back to the warehouse facility.

You **must** follow the correct procedures for ordering and delivery of supplies as these will help to ensure the professional and successful myki operation of your business.

NOTE: all deliveries are at no cost to you or your business.

What is delivered?

- myki patron cards (4 types).

The warehouse will provide you with your replenished delivery of myki patron cards (4 types) in accordance with the default trigger set in the NTS specific to your business. Essentially, this is a PTV internal consignment system. Generally you will not need to order myki patron cards.

There is no cost to you for myki patron cards. You will however receive a card issuing fee each time you issue a new card (as detailed in your myki Outlet Standards).

- myki consumables.

Remember that you must always have an adequate supply of myki consumables (eg. Thermal Paper Rolls etc) on hand at all times.

- Point of Sale (POS)

The warehouse will also deliver myki POS materials and myki brochures for display and dissemination at your business.

These marketing and promotional items will be part of a broad marketing campaign to launch and promote myki transport products and increase public transport patron awareness and uptake to myki.

Please order such items via the Retail Portal noting any particular packaging instructions by the box, bundle or individually.

myki Orders, Deliveries & Returns

The maximum number of orders a myki agent can place via the Retail Portal per **MONTH** is limited to **ONE** (1) only. Remember, you generally do not need to place orders for myki patron cards as these are consigned.

Occasionally, PTV may ask you to return items (for example, out of date myki brochures) and have them ready for when the courier arrives. PTV will ensure that you receive sufficient notice.

When you receive and sign for a delivery it is important that you open your package as soon as possible. Please check the items received against your packing slip and take the time to read any instructions / notices. If there is a discrepancy, please contact the Operator Help Desk immediately.

Placing Orders

It is your responsibility to monitor your inventory and stock levels and place orders for the required items.



Maintenance and Technical Problems

HHD

Like all electronic appliances, the HHD may from time to time experience some technical issues. In the event that you are experiencing problems (ongoing or otherwise), you need to contact the Operator Help Desk by submitting a Service Request and explaining clearly what the problem is.

If the problem cannot be resolved satisfactorily by the Operator Help Desk staff then a technical fault will be issued and a trained technician will visit your retail business.

It is important that you do not 'de-face or personalise' the HHD provided to you on loan by PTV.

HHD Thermal Paper Rolls

HHD terminals use custom-made thermal paper rolls to print reports, receipts etc. You must have at least two (2) spare thermal paper rolls on hand at all times for the HHD terminal.

Please note that HHD thermal paper rolls are expensive items. Do not discard portions of the rolls. Please use each roll to the end. Do not use terminal rolls in the HHD terminal other than those supplied.

Security

The following guidelines are designed to help you reduce the likelihood of robbery occurring and indicate what to do in such an event.

How to Minimise Risks

The most important safety device in preventing robbery is your own good training, judgment and common sense. Experience has proven that well-trained personnel, who follow prevention steps, can greatly reduce the threat of robbery or burglary.

- Keep important phone numbers close at hand. These should include The Police / Ambulance / Operator Help Desk.
- Ensure all store lights are working.
- Do not count cash in presence of customers.
- Be aware of your surroundings so that you will know when something suspicious occurs.
- Be alert and use all your senses.
- Do not keep large amounts of cash in your cash drawer.
- Alter the times of your cash pick-ups and deposits during the day.
- Follow instructions and abide by regulations in force in the store which relate to safety and security.

Safe Cash Handling

- Have a safe on your property and keep it locked at all times when not in use.
- Do not keep large amounts of cash on the premises overnight.
- Count cash in a locked room out of sight.

HHD Terminal – Specific Security Procedures

- Always end a shift and sign off the HHD terminal at night or when closed or when your HHD terminal is unattended for long intervals.
- Ensure no unauthorised person gains access to your HHD terminal as they may generate valid myki transport products at great cost to you.
- Do not write down sign on PIN numbers. Try to memorise them.
- “Daily settlement reports” for the previous days transactions are available the following day once a shift has been logged off.
- Do not allow untrained staff to operate the HHD terminal.
- Keep all un-used (inactivated) myki patron cards in a safe and secure area.

In the event of a Robbery

As soon as it is safe to do so, inform the police authorities. Then, please submit a Service Request to report the event to the Operator Help Desk.

Update to section 6

Fares and maps





Fares

Two ways to use myki

myki pass is best for you if:

- you travel regularly or commute
- you normally travel in the same zone(s)
- you're after the best value available for regular travel.

myki pass features

- value stored as travel days
- can store 7 consecutive days or any number from 28-365 days in your zone(s) of travel
- starts when you first touch on.

myki pass fares	Zone 1	Zone 2	Zone 1 + 2
Weekly rate 7 day pass			
Full fare	\$35.00	\$24.20	\$59.20
Concession	\$17.50	\$12.10	\$29.60
Daily rate for 28-325 day pass			
Full fare	\$4.30	\$2.86	\$6.64
Concession	\$2.15	\$1.43	\$3.32

myki money is best for you if:

- your travel patterns vary and you need flexibility
- you like to pay as you go but still get good value.

myki money features

- value stored as a dollar amount (e.g. \$20)
- works like a debit card for travel
- provides the freedom to travel through any zone any time
- automatically calculates the lowest fare.

myki money fares		Zone 1	Zone 2	Zone 1 + 2
2 hour	Full fare	\$3.50	\$2.42	\$5.92
	Concession	\$1.75	\$1.21	\$2.96
Daily	Full fare	\$7.00	\$4.84	\$11.84
	Concession	\$3.50	\$2.42	\$5.92

PT>

Information

Ticketing zones

Zone 1 Zone 2 Zone 3 Zone 4 Zone 5 Zone 6 Zone 7 Zone 8 Zone 9 Zone 10 Zone 11 Zone 12 Zone 13 Zone 14 Zone 15 Zone 16 Zone 17 Zone 18 Zone 19 Zone 20 Zone 21 Zone 22 Zone 23 Zone 24 Zone 25 Zone 26 Zone 27 Zone 28 Zone 29 Zone 30 Zone 31 Zone 32 Zone 33 Zone 34 Zone 35 Zone 36 Zone 37 Zone 38 Zone 39 Zone 40 Zone 41 Zone 42 Zone 43 Zone 44 Zone 45 Zone 46 Zone 47 Zone 48 Zone 49 Zone 50 Zone 51 Zone 52 Zone 53 Zone 54 Zone 55 Zone 56 Zone 57 Zone 58 Zone 59 Zone 60 Zone 61 Zone 62 Zone 63 Zone 64 Zone 65 Zone 66 Zone 67 Zone 68 Zone 69 Zone 70 Zone 71 Zone 72 Zone 73 Zone 74 Zone 75 Zone 76 Zone 77 Zone 78 Zone 79 Zone 80 Zone 81 Zone 82 Zone 83 Zone 84 Zone 85 Zone 86 Zone 87 Zone 88 Zone 89 Zone 90 Zone 91 Zone 92 Zone 93 Zone 94 Zone 95 Zone 96 Zone 97 Zone 98 Zone 99 Zone 100

Connecting tram
Connecting bus
Connecting V-Line rail
Connecting V-Line coach
Premium Station
Host Station
Parking

Premium Station:
Customer service centre is staffed from first train to last, seven days a week.

Host Station:
Customer service staff at station during morning peak.

*Flagstaff Station is closed on weekends and public holidays.

*Line to Showgrounds and Flemington Racecourse is only open for special events.

For more information visit ptv.vic.gov.au or call 1800 800 007 (8am – midnight daily)

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↑
NORTH

MAP NOT TO SCALE
Effective 18 November 2012

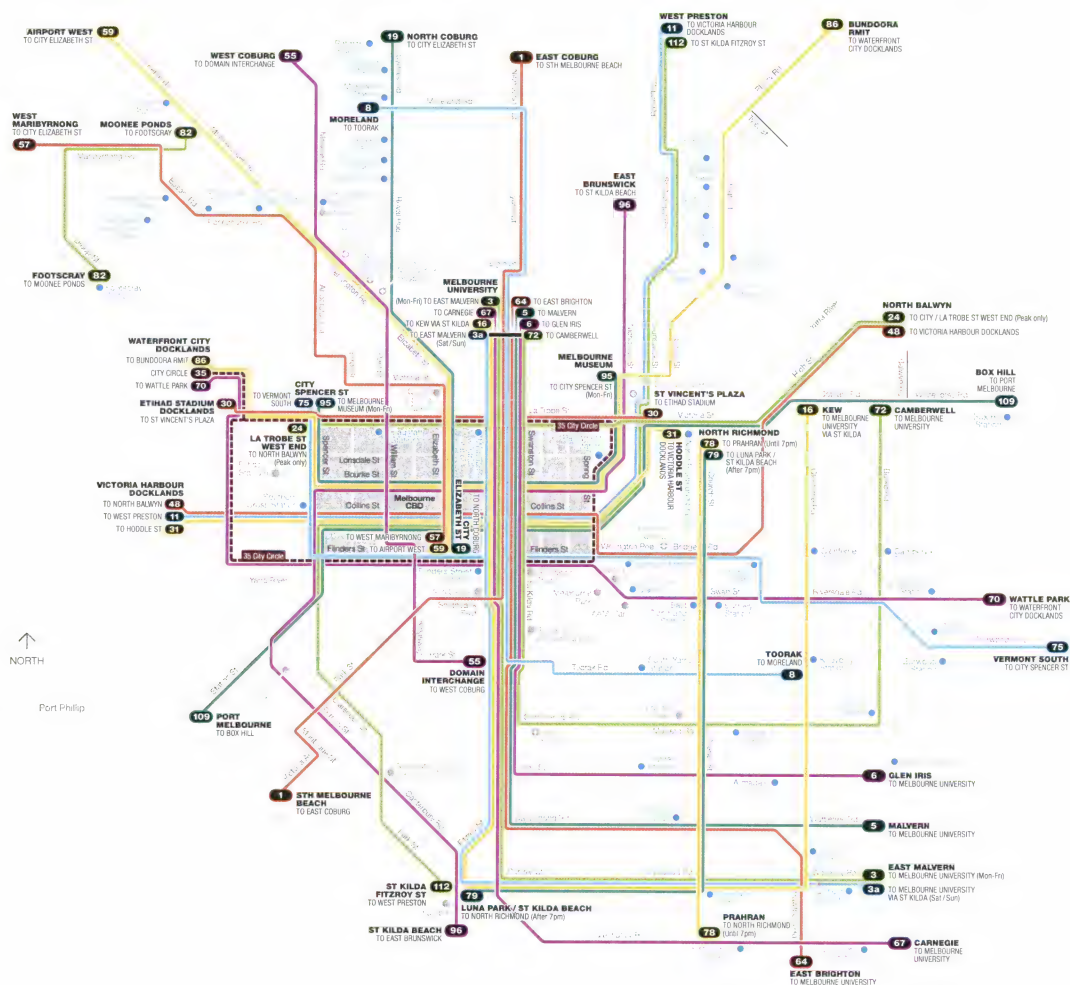
Melbourne Metropolitan Tram Network



Zone 1

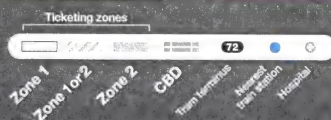
Zone 1 or 2

Zone 2



MAP NOT TO SCALE
Effective April 2011

Information



All trams operate in Zone 1. If travelling only in the Zone 1 or 2 overlap, a Zone 2 ticket can be used.

For more information visit ptv.vic.gov.au
or call 1800 800 007 (6am – midnight daily)

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Update to section 7

Retail marketing





Brochures & forms

You will be provided with a selection of brochures and forms. If you need to order more brochures and forms, please submit your order through the retail portal.

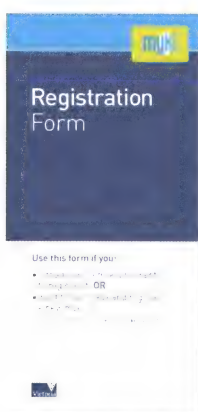


PTV Fares and travel guide

This brochure provides important information on how to travel on public transport within metropolitan Melbourne.

Order Code: **KC0637**

Size: DL



myki Registration form

This form needs to be completed if the customer wishes to register their myki.

Order code: **KC0086**

Size: DL

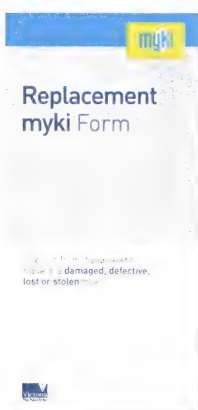


Auto Top Up Request form

This form needs to be completed if the account holder of a registered card wishes to set up automatic top up.

Order code: **KC0081**

Size: DL

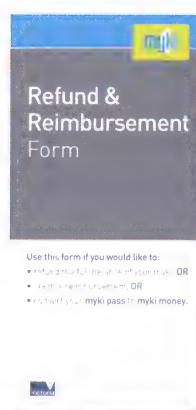


myki Replacement form

This form needs to be completed if the customer has lost or had their myki stolen and needs to order a replacement myki.

Order code: **KC0082**

Size: DL



myki Refund & Reimbursement form

Anybody wanting to apply for a refund of the value (myki money and/or pass) on their myki needs to use this form.

Order code: **KC0083**

Size: DL

myki point of sale

You will be provided with a selection of point of sale (POS) items, including posters, decals, counter mats, window trims, floor stickers, flags, shelf wobblers and brochure holders.

If you wish to order more point of sale items, please submit your order through the retail portal.



420mm

Counter Mat

Order code: **KC0662**



420mm

Floor Sticker

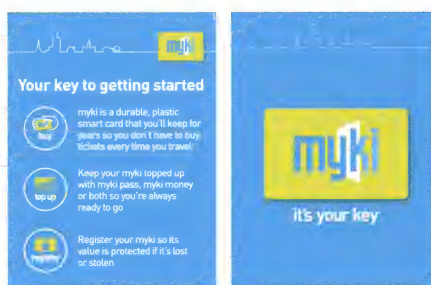
Order code: **KC0068**



594mm

Poster A1

Order code: **KC0067**



480mm

Poster A2

Order code: **KC0066**



45mm

Brochure Holder

Order code: **KC0069**



External Flags

Includes flag, pole, wall & pole bracket & cap for pole.

Order code: **KC0062**



Decal A4

Order code: **KC0063**



Decal A5

Order code: **KC0064**



Tri-mobile

Includes printed panels, plastic hangers, jet wire & hook.

Order code: **KC0065**



Window Trim – Narrow

Order code: **KC0071**



Window Trim – Wide

Order code: **KC0072**



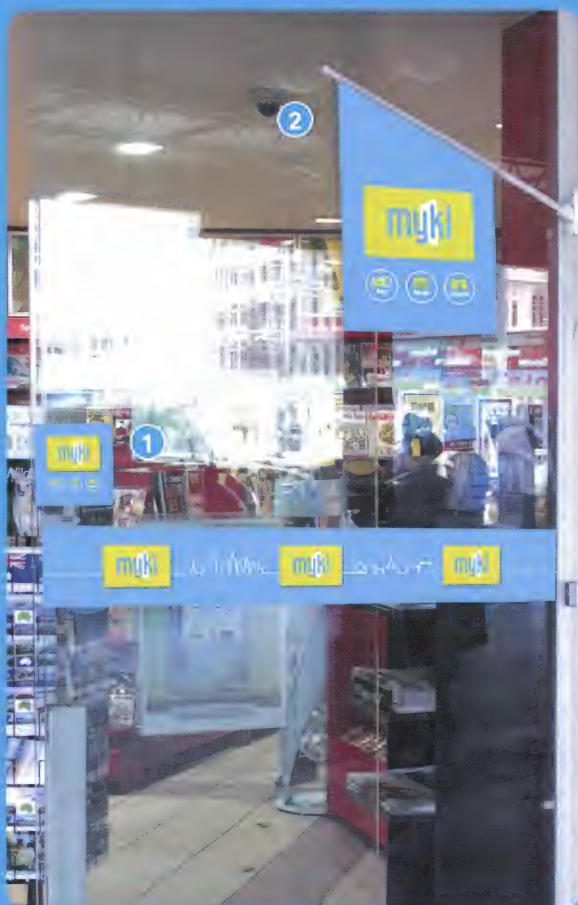
Shelf Wobbler

Order code: **KC0076**

Displaying your myki POS effectively

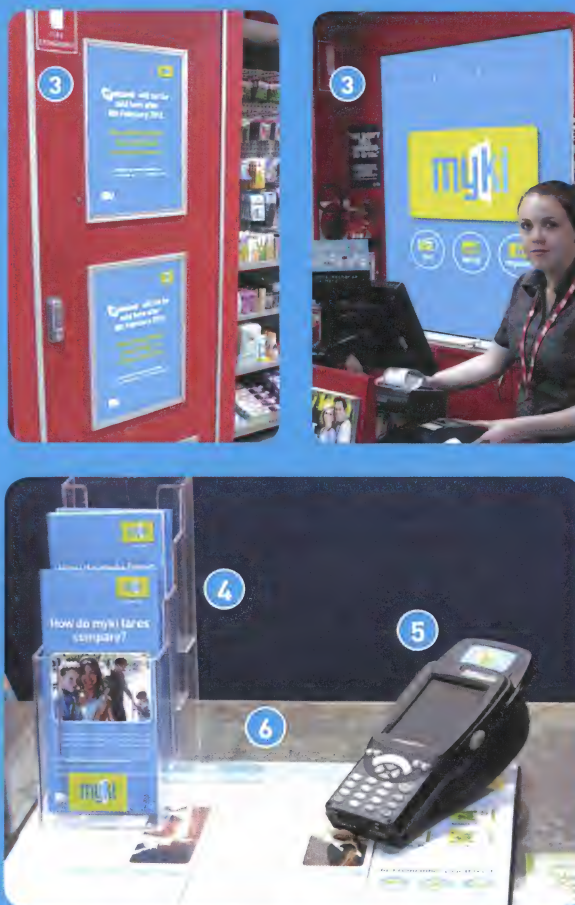
- Ensure that all POS is located in areas of high visibility and traffic.
- Display your myki decal and external flag at the entrance of your store.
- The myki brochure holder should be fully stocked and located on your counter.
- Use the suction cups provided to display the posters on your windows or in poster cases as available.
- Make sure you have your myki counter mat positioned on your counter to assist with any customer queries.

Recommended external myki decal location



1. myki A4 Window Decal
2. myki Flag
3. myki Poster
4. Brochure Holder
5. Hand Held Device
6. Counter Mat

Internal myki POS locations



The Hand Held Device is used for all transactions including sales, supervisor tasks and reporting.

Update to section 9

FAQs





FAQS

What is myki?

myki is the smart card ticketing system operating on train, tram and bus services in Zones 1 & 2 in Melbourne, and regional bus services in Geelong, Ballarat, Bendigo, Seymour, Warragul and the Latrobe Valley.

myki is a reusable smart card, which is similar in size to a credit card so it fits nicely in your wallet or purse.

A myki can store either a **myki money** (dollar value) or **myki pass** (consecutive travel days) and these are used to pay for your journey. When the balance on your myki gets low or when your pass runs out, you just top up your myki to keep travelling.

Additional questions:

- Where can I buy a myki?
- Where can I use myki now?
- When will V/Line services be changing to myki?
- How much does a myki cost?
- What is better for me – myki money or myki pass?
- What myki should I buy?
- What are the benefits of myki?
- How do I register a myki?
- What are the benefits of registering a myki?
- What personal information is stored on the myki?
- Will my personal information be protected and secure on the myki system?



Why myki?

Smart card technology is being introduced to many transport ticketing systems around the world.

myki is one of the world's largest smart card ticketing systems and has been designed to fit our State's special needs.

myki is a durable plastic card that can be used over and over again.

By keeping myki topped up, myki users will always be ready to travel. All they need to do is touch on at a myki reader when entering a train station or boarding a tram or bus, and touch off at the end of each leg of their journey. Easy.

Where can I buy a myki?

You will be able to buy a myki from the following locations:

- Online at myki.com.au
- By calling 1800 800 007
- Premium station ticket office windows
- myki machines at all railway stations, and some accessible tram stops and bus interchanges (full fare myki only)
- 7-Eleven and independent retailers
- Selected V/Line ticket agents
- By post (application forms available from stations, myki.com.au and a range of other locations).

Where can I use **myki** now?

You can now use myki on Melbourne's metropolitan trains, trams and buses as well as on town bus services in Geelong, Seymour, Ballarat, Bendigo, the Latrobe Valley and Warragul.

myki can also be used on V/Line services operating wholly within the **Geelong Transit System**, **Ballarat Transit System** and the **Bendigo Transit System**.

When will V/Line services be changing to **myki**?

As the rollout of myki continues, the system will begin operating on train services from Melbourne to the regional commuter-belt, including Geelong, Bendigo, Ballarat, the Latrobe Valley and Seymour.

More information about when myki will begin on these services will be available in the future. Check myki.com.au for updates.

How much does a **myki** cost?

A full fare myki costs \$6 and a concession, seniors and child myki costs \$3.

What is better for me – **myki** money or **myki** pass?

myki money is perfect for someone who travels infrequently or whose daily or weekly travel patterns vary a lot. With myki money, it does not matter how often you travel because as long as you touch on and touch off myki will always calculate the lowest fare for you.

myki pass is great for regular travellers and provides you with access to discounted fares and gives you the flexibility to purchase 7 consecutive travel days or anywhere between 28 and 365 days of travel.



Which myki should I buy?

There are four types of myki cards: **Full fare**, **Concession**, **Senior** and **Child**



Issued subject to the myki terms of use, the Transport Act 1983, Transport Regulations and the Ticket Conditions.

Full fare

(17 years and over and no concession entitlement)



C
Concession

Issued subject to the myki terms of use, the Transport Act 1983, Transport Regulations and the Ticket Conditions.

Concession

- VPT Student Concession Card holders
- Pensioner Concession Card holders
- Health Care Card holders
- War Veterans/War Widows Transport Concession Card holders
- Non-Victorian Seniors



S
Seniors

Issued subject to the myki terms of use, the Transport Act 1983, Transport Regulations and the Ticket Conditions.

Victorian Seniors

(Victorian Senior card holders)



CH
Child

Issued subject to the myki terms of use, the Transport Act 1983, Transport Regulations and the Ticket Conditions.

Child

(4 years to 16 years inclusive)

What are the benefits of myki?

myki is convenient, flexible and automatically calculates the lowest fare for your journey. Simply keep your myki topped up and you are always ready to travel.

- **Convenient:** Having one durable smart card means you do not have to carry change or buy tickets every day. **Registered** customers can set up **auto top up** for even greater convenience.
- **Durable:** myki cards are plastic and last for a number of years if looked after properly. Your myki stores value, so you should treat it like a debit card.
- **Lowest fare:** myki automatically charges you the **lowest fare** for your trip when you **touch on and touch off**. myki charges an initial 2 hour fare and your charges for additional travel are **capped** to a daily maximum.
- **Flexible:** You choose how you want to pay your fare by choosing either 'pay as you go' **myki money** or 'pre-paid' consecutive travel days with **myki pass**.
- **Peace of mind:** **Register** your myki to protect your card balance in the event the card is **lost or stolen**. Your money is safe from the moment you report your card missing.

How do I register a myki?

Registering your myki protects your card balance and provides some great benefits.

Registering is easy. All you need to do is provide us with some basic information (e.g. your name, address and contact details).

You can register your myki online at myki.com.au or via a registration form (also available at myki retail outlets) or by calling 1800 800 007.

You do not have to register your myki if you do not want to, however an unregistered myki means you miss out on some great benefits.



it's your key

What are the benefits of registering a myki?

- **Balance protection.** You automatically get this when you register your myki. If your myki is registered and you report your myki as lost or stolen, your old card will be cancelled so it cannot be fraudulently used. You can transfer any remaining balance to a new replacement myki.
- **Auto top up.** Auto top up lets you set up an automated payment to your myki. If your myki money balance is running low, it is topped up from a linked bank account or credit card.
- **Manage your account online or via the call centre.** You can check myki money, the days remaining on a myki pass, transaction details, arrange top up and change personal details over the phone or online at myki.com.au
- **Link another account to your own and manage it.** For example, you can manage myki cards that belong to other family members.
- **Make enquiries and obtain tax invoices in relation to your myki account.**

What personal information is stored on the myki?

No personal information (apart from your name if you choose to have it printed on your card) is stored on a myki card. The only information stored on a myki is your myki money balance and/or myki pass, and your last ten transactions or trips.

If you register your myki, your personal information is securely stored in the system.

Will my personal information be protected and secure on the myki system?

Yes, we understand and respect your right to privacy and we are committed to privacy protection. The Information Privacy Act 2000 and PTV's Privacy Policy regulate how we collect and handle your personal information. Call 1800 800 007 or visit myki.com.au for further information about privacy.



What is **myki** money?

With myki money you 'pay as you go'.

Simply top up with myki money and you automatically pay the lowest fare possible as you touch on and touch off.

You should have enough myki money on your myki to pay for your whole journey.

myki money features

- Value stored as a dollar amount, for example \$20.00.
- Able to travel in any zone (metropolitan and regional) at any time.
- Automatically charges the lowest fare as you touch on and off – fares based on current Value Metcards.
- Automatically receive concession and free travel entitlements as you touch on and touch off, such as Early Bird or seniors free weekend travel.
- Use auto top up to automatically top up your myki money balance from a nominated bank account or debit/credit card.

You do not have to worry about which zones you are travelling in or how many trips you make in a day – myki automatically charges you the lowest fare.

myki automatically applies your concession or free travel entitlement as you touch on and touch off, based on the myki card type you have.

2-hour fare

For the first trip of each day, you pay a 2-hour myki money fare. You automatically pay the lowest fare for your trip.

Daily cap

Should you travel again that day, a daily cap applies for any subsequent trips in the same zone(s). The daily cap is the most you pay on a single day for unlimited travel in one or more zones. The daily cap is the same as two 2-hour fares for the zone(s) in which you travel.

Weekend and public holiday daily cap

On weekends and public holidays, myki users pay no more than \$3.50 per day for unlimited travel in Zones 1 & 2.

Seniors daily cap and free weekend travel

The seniors daily cap on weekdays is \$3.80 for unlimited travel in Zones 1 and 2. This means that no matter how many trips you make in these zones during one day, you never pay more than \$3.80.

Early Bird train travel

When travelling on metropolitan trains, touch on at departure and touch off at your destination before 7:00 am and you automatically receive the free Early Bird fare.

Change of mind

At a train station, if you touch on and then decide not to travel, touch off within 15 minutes of touching on and you are charged nothing for this change of mind.

Additional questions:

- How will myki know what fare to charge me?
- Where can I top up my myki money?
- What is the maximum amount I can have on my myki?
- When I top up how long does it take for the money to appear on my myki?
- What is Auto Top Up?
- What happens if I forget to top up my myki?
- What should I do if I have a negative balance?
- What happens if I forget to touch off?
- What is a default fare?

How will myki know what fare to charge me?

When using myki money, if you touch on and touch off correctly you will always pay the lowest fare.

When using a concession, senior or child myki, the system automatically knows what concession fare to deduct from your myki money balance.

Seniors will never pay more than \$3.80 on a weekday or \$3.50 on public holidays. All Seniors myki holders are entitled to free travel on Saturdays and Sundays for journeys in two consecutive zones. A senior myki automatically has the free Weekend Travel Entitlement loaded into it.



Fare capping example:

You are a full fare passenger who takes the train from Nunawading to Parliament. You touch on in Zone 2 and travel towards the city, touching off in Zone 1. A fare of \$5.92 is deducted from your myki money balance at touch off, and a 2 hour Zone 1 & 2 product is created.

Later that day (after the 2 hour product has expired), you make a short journey by tram. Now that all trams operate in Zone 1, \$3.50 is deducted from your myki money balance.

After work, you repeat your morning commute, in reverse, touching on at Parliament in Zone 1 and touching off at Nunawading in Zone 2.

The 2 hour fare for this journey is \$5.92; however, the Daily cap for Zone 1 & 2 travel is \$11.84. You have already paid \$9.42 (\$5.92+\$3.50), so only \$2.42 is deducted for the final journey. No further charges would apply for any further journeys that you make that day within Zones 1 & 2.

You will never pay more than \$11.84 (full fare price) when travelling across zones 1 & 2 on a weekday.

Where can I top up my myki?

You can top up myki money at various locations by using a range of payment methods:

- close to 800 retailers including 7-Eleven
- ticket office windows at premium train stations
- online at myki.com.au or by calling 1800 800 007
- myki machines at all train stations, selected accessible tram stops and bus interchanges
- via bus drivers (maximum \$20).

What is the maximum amount I can have on my myki?

The maximum amount of myki money a myki can store is \$999.99. This does not apply to myki pass as the value of the pass may exceed this amount.

When I top up how long does it take for the money to appear on my myki?

If you top up at a myki machine, at a retail outlet, at a staffed ticket office, the PTV hub or on board a bus your myki money is immediately credited to your card.

Please allow at least 24 hours for top ups made online at myki.com.au or by calling 1800 800 007 to be available on your myki. The money will appear on your card the next time you touch your card to a myki reader or myki machine.

If you have arranged auto top up the money is available on your card as soon as you reach your set amount.



PAYMENT METHODS:

LOCATION	MINIMUM TOP UP AMOUNT	MAXIMUM TOP UP AMOUNT	NOTES	COINS	EFTPOS [~]	CREDIT CARD	AUTO TOP UP
Staffed railway stations	\$1	\$250	Yes	Yes	Yes	Yes [°]	No
myki machines at railway stations and selected tram stops and bus interchanges	\$1	\$250	Yes [§]	Yes [§]	Yes	Yes ^{° ~}	No
7-Eleven, myki retailers and V/Line ticket agents	\$1	\$250	Yes	Yes	Yes [*]	Yes [*]	No
Online at myki.com.au	\$10	\$250	No	No	No	Yes [°]	Yes
By telephone – 1800 800 007	\$10	\$250	No	No	No	Yes [°]	Yes
V/line conductors and coach drivers [†]	\$1	trip completion	Yes	Yes	No	No	No
On-board buses	\$1	\$20	Yes	Yes	No	No	No

§ No change provided when topping up myki money at a myki machine.
5 cent coins not accepted.

† Customers may only top up sufficient funds to complete their trip
(only available where no top up facilities are available at the point of origin).

* Where facilities available.

° Visa and MasterCard only.

~ PIN required.

To avoid delaying buses, customers are strongly encouraged to top up before boarding when they board at a stop located at a railway station or bus interchange where top up facilities are available.

Customers who board a bus at the Doncaster Park and Ride are not permitted to top up on board the bus.
myki money is not permitted to be topped up on board buses operating on metropolitan bus route number 401.

The maximum balance a customer is permitted to have on their myki is \$999.99.

BPay is available through the customer's bank account.

Auto top up is available for registered customers only, providing extra convenience and security.

What is Auto top up?

So that you always have enough myki money for your journey, the myki system offers the option of auto top up. When your myki money balance is running low, it is topped up from your nominated bank account or debit/credit card.

Auto top up is only available for registered myki cards.

- Using auto top up means you are always ready to travel with your myki.
- You control when your myki tops up and by how much.
- Auto top up adds myki money to your myki card and then deducts payment from your nominated bank account or debit/credit card.
- This process means you always have value on your myki and the banking cycle does not prevent you from travelling.

Auto top up is not available for myki pass.

Use the Auto Top Up Request Form to set up auto top up from a nominated bank account or debit/credit card.

Setting up auto top up via your online account can only be done via a nominated debit/credit card.

Full fare example:

- Set a minimum balance threshold – for example \$10.00.
 - Set an auto top up amount – for example \$50.00.
 - myki money balance before travelling is \$11.50.
1. Touch on in Zone 2 and touch off in Zone 1
 2. When the touch off occurs, the system charges a fare of \$5.92.
 3. **At the same time**, the system recognises your new myki money card balance is \$5.58 and automatically triggers a top up of \$50.00 myki money.
 4. Your myki money card balance becomes \$55.58 when you next touch on or use a myki machine.
 5. The system then requests a direct debit payment of \$50.00 from your nominated bank account or debit/credit card.

It is important to note that steps 2 and 3 above happen at the same time. However, while your myki card receives the myki money, you do not pay for this top up until step 5 is successfully completed.

You must keep sufficient funds available in your nominated bank account or debit/credit card to pay for your auto top up. You must log in and update the auto top up settings on your myki account if your nominated bank account or debit/credit card details change (for example, credit card expiry date).

If step 5 is unsuccessful and the system is unable to collect a direct debit payment of the auto top up amount, your myki card is temporarily blocked until payment is made.



When are payments made from my bank account or debit/credit card?

The system requests direct debit payments from your nominated bank account or debit/credit card in three circumstances:

When you set up auto top up on your myki account

This transaction is treated like a regular online top up.

The system debits your chosen auto top up amount from your nominated bank account or debit/credit card.

At least 24 hours later, your myki receives this amount of myki money when you touch on at a myki reader or use a myki machine.

This happens no matter what your current myki money balance is at the time.

When you modify your auto top up settings

This transaction is treated like a regular online top up.

The system debits your chosen auto top up amount from your nominated bank account or debit/credit card.

At least 24 hours later, your myki receives this amount of myki money when you touch on at a myki reader or use a myki machine.

This happens no matter what your current myki money balance is at the time.

When your myki automatically tops up

Your myki money balance falls below your minimum balance threshold.

Your myki receives your chosen auto top up amount of myki money.

The system then requests a direct debit payment from your nominated bank account or debit/credit card.

This happens no matter what your current myki money balance is at the time.

What happens if I forget to top up my myki?

You should always make sure your myki has enough myki money on it to pay for your day's travel.

You cannot start a journey with a negative myki money balance.

However, you may start and complete one trip provided the myki money balance is at least \$0.01. Your myki money balance can go into a negative for a single trip only.

If the myki money balance falls below this amount (i.e. value is \$0.00 or less), you will not be able to touch on and you will need to top up before you travel again.

In some cases, this will mean that if you have reached your 2 hour or Daily cap and have remaining travel time within a zone, you will not be permitted to touch on because the balance is \$0.00 or less. When you have topped up you will be able to travel within the 2 hour or Daily cap as normal.

Example: If you begin your journey in Zone 1 with a myki money balance of \$1 and then touch off in Zone 1 you will be deducted a 2 hour fare. This leaves a negative balance (-\$2.50) on the myki. You will be unable to touch on again, even in Zone 1 within the 2 hour period, until you top up to a positive myki money balance. You will not be fare evading but you will need to top up before travelling again.

What should I do if I have a negative balance?

If your myki money has dropped into a negative balance, you need to top up.

You will not be able to travel (even if you have a valid 2 hour or Daily myki product) until your myki money balance is \$0.01 or more. If you have a valid myki pass, your myki money balance must be \$0.00 or more.

What happens if I forget to touch off?

With myki money, if you do not touch off, the system does not know where you got off and you will be charged a default fare.

Do I need to touch off on the tram?

Most tram passengers do not need to touch off at the end of their trip.

When travelling by tram, if any portion of your trip is in Zone 1 you do not need to touch off to pay the lowest fare. The system charges a 2 hour Zone 1 fare when you next touch on. This is the same fare you would pay if you did touch off, so there is no financial penalty for not touching off.

You must touch off to access the cheaper Zone 2 fare if your entire trip is in Zone 2.

You cannot top up your myki on board trams. You need to top up before boarding so that you have sufficient funds to pay for your trip.

What is a default fare?

A default fare on metropolitan trains is based on the assumption that you travelled in Zones 1 & 2 (i.e. you are charged a 2 Hour Zone 1 & 2 fare \$5.92). A default fare on the metropolitan tram network is a Zone 1 fare (i.e. you are charged a 2 Hour Zone 1 fare \$3.50). A default fare on the metropolitan bus network is based on the assumption that you travelled to the end of that service (Zone 1 and/or 2). The same default fare rule (end of service) applies when travelling on regional bus services where myki is currently in operation.

Default fares are based on myki money fares.

All default fares count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$11.84 for travel in Zones 1 & 2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.50 to travel in Zones 1 & 2 on a weekend or public holiday.

As myki is gradually introduced across Melbourne's train, tram and bus networks, there may be minor variations to the default fares charged on specific services/routes. For details, check online at myki.com.au or call **1800 800 007**.

What is a myki pass?

myki pass is suitable for those who travel regularly.

Simply choose the zone(s) you wish to travel in and the number of consecutive days of travel you need.

To use a myki pass you must have a positive myki money balance. If your myki money balance is negative, you will not be able to touch on even with a valid pass.

myki pass features

- Best value public transport fares.
- Buy seven days or between 28 and 365* consecutive travel days in your chosen zone(s).
- Starts when you first touch on and off at a myki reader in a zone for which it is valid.
- Two myki passes can be stored on a myki card – only one can be active at a time.
- Works with a positive myki money balance.
- Cannot be suspended – consecutive travel days only.

You can buy a 7-day myki pass, or anywhere between 28-365* consecutive days of travel.

Once you have a myki pass, you can travel as many times as you want in your chosen zone(s) for the duration of your pass.

Using your myki pass

Your myki pass activates when you touch on and touch off in your chosen pass zone(s).

Once activated, your myki pass expires after the number of days you selected, even if you do not use your myki on some of those days.

You cannot suspend your myki pass. For example, a 7-day myki pass activated on Monday lasts until Sunday. A 30-day myki pass activated on 12 August lasts until 10 September.

Travel in other zones

To travel outside your myki pass zone(s), simply keep your myki topped up with sufficient myki money to pay for this trip. For example, if you have a Zone 1 myki pass and travel in Zones 1 & 2, your myki pass covers the Zone 1 portion of your trip and myki money pays for the Zone 2 portion of your trip.

*When a myki pass for 325 -365 days is purchased, the fare will be the cost of a 325 day pass.

Touching on with myki pass

To use a myki pass you must have a positive myki money balance. If your myki money balance is negative, you will not be able to touch on even with a valid pass.

You cannot choose to use myki money if you have a valid myki pass on your card. A valid myki pass takes precedence over myki money.

Your myki card can store two myki passes at a time. This means that when your current myki pass is almost expired, you can purchase your next pass so it is ready to activate when you need it. Only one myki pass can be active at a time.

When you top up with myki pass, you have 12 months from the date of top up in which to activate the pass. Any myki pass not activated within 12 months cannot be used. You are able to request a refund of this unused pass value.

Additional questions:

- Where can I top up my myki with myki pass?
- What is the minimum number of days I can buy?
- Do I still need to touch off, if I am travelling with a myki pass?





it's your key



Where can I top up my myki with myki pass?

You can top up with myki pass at various locations by using a range of payment methods. As myki continues to roll out, additional sales and top up channels will become available.

You will be able to top up a myki pass at the following locations. For up-to-date information on where you can top up myki pass, check myki.com.au.

PAYMENT METHODS:

LOCATION	NOTES	COINS	EFTPOS~	CREDIT CARD
Staffed railway stations	Yes	Yes	Yes	Yes [†]
myki machines at most railway stations, and selected tram stops and bus interchanges	Yes [§]	Yes [§]	Yes	Yes ^{†~}
7-Eleven, myki retailers and V/Line ticket agents	Yes	Yes	Yes*	Yes*
Online at myki.com.au	No	No	No	Yes [†]
By telephone – 1800 800 007	No	No	No	Yes [†]

§ 5 cent coins not accepted. Maximum change provided is \$10.

† Visa and MasterCard only

* Where facilities available.

~ PIN required.

What is the minimum number of days I can purchase as a pass on my myki?

You can have seven consecutive days of travel (7-day myki pass) or any number of consecutive travel days between 28 and 365.

Do I still need to touch off if I am travelling with a myki pass?

You need to touch on to activate your myki pass and you should touch on and off every time you travel as this ensures you do not accidentally travel beyond the expiry date of your pass or outside the zone(s) of validity of your pass.

Fares and ticketing guide

The following table shows myki money and myki pass for all zones.

	myki money			
	2 hour		Daily	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$3.50	\$1.75	\$7.00	\$3.50
ZONE 2	\$2.42	\$1.21	\$4.84	\$2.42
ZONES 1 & 2	\$5.92	\$2.96	\$11.84	\$5.92

	myki pass			
	7 day pass (7 days)		28 - 325* days (daily rate)	
	Full Fare	Concession	Full Fare	Concession
ZONE 1	\$35.00	\$17.50	\$4.30	\$2.15
ZONE 2	\$24.20	\$12.10	\$2.86	\$1.43
ZONES 1 & 2	\$59.20	\$29.60	\$6.64	\$3.32

*When a myki pass for 325 -365 days is purchased, the fare will be the cost of a 325 day pass.

Additional myki money fares

Weekend Daily Cap – Customers travelling within Zones 1 & 2 on a Saturday, Sunday or public holiday will pay no more than \$3.50 per day.

Seniors Daily Cap – Senior myki customers will pay no more than \$3.80 per weekday

Additional questions:

I bought a Metcard. What type of myki should I buy?

The below table provides an overview of how the fares compare to myki.

Metcard fares	myki options
Yearly Monthly Weekly	myki pass (7 days or 28 – 365 days)
Daily Metcard 2 hour Metcard 5 x Daily 10 x 2 Hour Metcard 5 x Seniors Daily Metcard 5 x Weekend Daily Metcard 10 x Early Bird Metcard	myki money Fares are worked out to the 'lowest fare' and capped to a 2 hour and Daily rate.



How do I use my myki?

When you travel with myki, you touch on at the myki reader at the start of your trip and touch off at the myki reader at the journey's end.

Each time you get on or off a bus or enter/exit a train station you need to touch on and touch off at the myki reader. Changes to tram zones now means passengers are no longer required to touch off when exiting a tram, unless their travel is entirely within Zone 2.

If you are using myki money, touching on and off correctly ensures you are travelling within the expiry date of your pass and in the zone(s) for which it is valid.

Touch on



- **GREEN LIGHT:** you're ready to go.
- **GREEN AND AMBER LIGHTS TOGETHER:** myki has been topped up or updated with your requested change and you're ready to go.
- **RED LIGHT:** card rejected*

Touch off



- ① Transaction successful
- ② Closing balance
- ③ Cost of fare

Your myki can be rejected for reasons such as insufficient funds or a duplicate touch on. For further information call 1800 800 007

Additional questions:

- Why do I need to touch on and off?
- What happens if I forget to touch off? (default fares)
- What if the myki reader is damaged or not working?
- I think I touched on twice – what happens?
- Where can I check the balance on my myki?

Why do I need to touch on and off?

Touching on and touching off calculates the lowest fare and finalises your trip details. If you fail to touch off the system does not know where you got off and you will be charged a default fare that may be more than you should have paid for your trip.

When you travel with myki, touch your card to the myki reader at the start of your journey and touch your card to the myki reader at the end.

Each time you get on a tram or bus or enter a train station you need to touch on at the myki reader. Train and bus travellers also need to touch off at the end of the journey to calculate the lowest fare.

Always touch on when you board a tram, but you only need to touch off if your whole trip is in Zone 2. All trams operate across Zone 1 with small sections of Routes 86, 42, 109, 75 at the end of the line operating in a Zone 1 & 2 overlap. If you don't touch off on a tram you will be charged a Zone 1 default fare (full fare customer \$3.50). Passengers who travel only in the overlap zone should touch on and touch off on every trip to access the cheaper Zone 2 fare (full fare customer \$2.42).

What happens if I forget to touch off? (default fares)

With myki money, if you do not touch off, your myki does not know where you got off and will charge you a default fare.

The default fare is based on the zone(s) covered by the service you are using.

Mode of transport	Default fare charged
Trains	Two hour Zone 1 & 2 myki money fare
Trams	Two hour Zone 1 myki money fare
Buses that operate within one zone	Two hour myki money fare for the zone in which it operates either Zone 1 or Zone 2.
Buses that operate across two zones	<p>Once myki is completely rolled out:</p> <p>Two hour myki money fare for the zone or zones between where you got on and the end of the route.</p> <p>During the transition to myki:</p> <p>Two hour myki money fare for the zone in which you touched on. If you get on in a zone overlap, it will charge a Zone 2 default fare (i.e. the lowest possible default fare)</p>

myki charges you a fare when you touch off. If you do not touch off at the end of your trip, the myki system does not have all the information it needs to calculate your fare and will charge a default fare. This ensures you pay for each trip.

This table shows current default fares. Default fare charges may change in the future.

Default fares (Metropolitan Zones 1 & 2) [^]			
Concession myki users are charged 50 per cent of these fares			
Train	All	2 hour Zone 1 & 2 fare	\$5.92
Tram	All	2 hour Zone 1 fare	\$3.50
Bus	Touch on in Zone 1	2 hour Zone 1 fare	\$3.50
	Touch on in Zone 2	2 hour Zone 2 fare	\$2.42

[^]Information about V/Line default fares will be available soon. In the interim, please refer to the myki Victorian Fares and Ticketing Manual for V/Line train and coach default fares.

A default fare is not a penalty and in many cases is the fare you would have paid if you did touch off.

Examples include:

- the default fare on trams is a 2 hour Zone 1 fare
- the default fare on trains is a 2 hour Zone 1 & 2 fare.

The system charges a default fare the next time you touch on – this may be later the same day, or the following day, week, month etc. The myki reader screen displays a green light and red light together. You will also see a message showing the “fare deducted for last trip”, even if it is \$0.00*.

Default fares contribute towards your myki money daily cap. This means you will not be charged unlimited default fares if you repeatedly fail to touch off. A default fare applies to your previous trip (after which you failed to touch off) and contributes to the daily cap for that day.

*The default fare is \$0.00 if:

- you have an existing 2 hour myki money product for the zone(s) in which you are travelling
- you have already reached the myki money daily cap
- you have a myki pass and touch on in a zone for which your pass is valid.



Example 1:

Travel by train Zone 1 to Zone 2 on Tuesday night and do not touch off – no fare charged.

Touch on in Zone 2 on Wednesday morning – **default fare for Tuesday night travel applied – \$5.92** (contributes to Tuesday daily cap).

Travel by train Zone 2 to Zone 1 on Wednesday morning – fare charged at touch off – **\$5.92**.

Travel by train Zone 1 to Zone 2 on Wednesday night – fare charged at touch off – **\$5.92**.

Fares charged:

\$5.92 – Default fare for Tuesday travel

\$11.84 – Wednesday travel (daily cap)

\$17.76 – Total myki money charged

Example 2:

Touch on at 7.00 am on Thursday morning and travel by train Zone 1 to Zone 1 and touch off – fare charged **\$3.50**.

Touch on at 7.54 am and travel by tram and do not touch off – **no fare charged**.

Touch on at 8.17 am and travel by tram – **default fare for 7.54 am tram trip applied – \$0.00** (within 2 hour expiry time of 10.00 am of product created at 7.15 am) and do not touch off – no fare charged.

Touch on at 12.45 pm and travel by tram – **default fare for 8.17 am tram trip applied – \$0.00** (within 2 hour product expiry time of 10.00 am) and do not touch off – no fare charged.

Touch on at 1.18 pm and travel by tram – **default fare for 12.45 pm tram trip applied – \$3.50** and do not touch off – no fare charged.

Touch on at 5.37 pm and travel by train Zone 1 to Zone 1 – fare charged at touch off – **\$0.00** (Zone 1 myki money daily cap already reached).

Fares charged:

\$7.00 – Thursday travel (Zone 1 daily cap)

Default fares are based on myki money fares.

All default fares will count towards the daily cap, so even if you forget to touch off repeatedly you will never pay more than \$11.84 for travel in Zones 1 & 2 (full fare). Concession and seniors will be charged 50 per cent of a full fare daily cap and no one will ever pay more than \$3.50 to travel in Zones 1 & 2 on a weekend or public holiday.

What if the **myki** reader is damaged or not working?

If a myki reader is damaged, then you should touch off at another nearby reader.

While it's highly unlikely – if all of the myki readers on the platform or vehicle aren't working, please call 1800 800 007.

We will be able to check the status of all myki readers at the station and process a reimbursement of the default fare, if necessary.

I think I touched on twice – what happens?

It is not possible to touch on twice. You can touch on and off at the same device, however, a blocking period prevents you from touching on and then touching off too quickly or by accident.

If you change your mind and do not want to catch the train you are about to take, you can touch off within 15 minutes and you will not be charged a fare. (Because you touch on as you board a tram or bus, change of mind is not permitted on trams or buses).

If you have a registered myki, you can check your transaction history online at myki.com.au or you can call 1800 800 007.

Where can I check the balance on my **myki**?

Each time you touch on or touch off, your myki money balance is displayed on the myki reader.

You can view your current card balance and recent transaction details at a myki machine. These are located at all metropolitan railway stations, selected tram platform stops and selected bus interchanges.

You can also view your myki balance (money or pass) as well as recent transaction details at myki checks, located across the public transport network. These are located at some metropolitan train stations, selected V/Line stations and selected bus interchanges and tram platform stops.

If you have a registered myki, you can also check your balance online at myki.com.au or by calling 1800 800 007.

Replacing a **myki**, refunds, reimbursements and caring for your **myki**

If cared for correctly a myki will last for a number of years. If your myki is lost, stolen, damaged or stops working through no fault of your own there are ways to replace the card and transfer your myki money balance or unused myki pass days across to a new myki.



What should I do if my **myki** is lost or stolen?

If your myki is registered and is lost or stolen, your myki money or myki pass has balance protection. Only a registered myki can be replaced if it is lost or stolen.

As soon as you report your card lost or stolen, a block will be placed on the myki and it can no longer be used. You can report a lost or stolen myki online at myki.com.au or by calling 1800 800 007.

You will be issued with a replacement myki and the remaining myki money or myki pass will be transferred to the new myki.

If your myki is not registered, your balance cannot be recovered and you will need to buy a new myki.

What happens if my **myki** does not work or stops working?

Your myki will be replaced free of charge if it has stopped working through no fault of your own.

If your myki has stopped working because of a technical issue, we will replace it without charge after analysis and your current balance/myki pass will be transferred to your replacement myki within 10 business days.

What happens if my **myki** is damaged and stops working?

If your myki has stopped working because it is broken or damaged it will be replaced free of charge. The replacement myki with the remaining myki money balance or myki pass days transferred to your replacement myki within 10 business days.

To transfer your myki balance to a new myki, or to obtain a refund on money not used, you will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and send in your myki. Please complete it and send it to the address on the form.

How do I get a replacement **myki** and can my money be transferred to a new one?

To organise a replacement myki and to transfer your money across you will need to fill out a Replacement myki Form which you will find online at myki.com.au and send in your myki. This form is available at selected retail outlets, premium train stations, the PTV Hub at Southern Cross Station. Please complete it and send it to the address on the form.

An unregistered myki can be replaced free of charge if it is damaged or defective. Registering your myki automatically gives you balance protection.



it's your key

Can an unregistered myki which is lost or stolen be blocked?

Unregistered cards cannot be blocked, even if the card number is known. Please register your myki to protect the value on it.

Can I swap from a concession to a full fare **myki** (or vice versa)?

Yes. If you need to switch from a full fare myki to a concession myki or vice versa, or from a child or seniors myki to another concession myki, you can take your old card to the PTV Hub at Southern Cross Station. You will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and hand over your myki. You will receive a new myki at no cost and a cheque for the remaining balance on your old myki will be posted to you.

Can I get a refund on unused **myki** money or days?

Yes. You will need to fill out a Refund and Reimbursement Form which you will find online at myki.com.au and submit it with your myki. Any unused funds, either myki money or myki pass days, can be refunded. You will receive your refund as a cheque in the mail.

I'm unsure about how much I have been charged, what can I do?

If your myki is registered please check your transaction details online at myki.com.au, call 1800 800 007 or use a myki machine or myki check to review your charges..

If you still have a query about your charges, please call 1800 800 007.



Update to section 10

Glossary





Glossary

Account holder

The account holder is the person to whom the myki is registered and who has authority to manage that account.

Unregistered myki

An unregistered myki is a myki that is not registered.

Auto top up

Auto top up allows a customer to choose an amount that is added to their myki balance from a linked bank account or credit card automatically once their myki money balance reaches a minimum value. An auto top up can only be set up on a registered myki.

Balance protection

Balance protection means that if a registered myki is reported lost or stolen, the card is blocked and the remaining myki money and/or myki pass can be transferred to a new myki. Balance protection is not available for an anonymous myki.

Lowest fare

Provided a customer touches on and touches off, myki money will give the customer the lowest cost product for their trip and cap the fare to the lowest available fare. That's why myki money always gives the lowest fare.

Cardholder

The cardholder is the person who uses the myki to travel. The cardholder may be different from the account holder.

Child myki

A Child myki is a concession fare myki available to children aged 16 years and under. Children under 4 years travel free and do not need a myki.

Concession myki

A concession myki is a myki available to customers who are eligible for concession fares as defined in the Victorian Fares and Ticketing Manual (myki). A concession myki automatically calculates fares at the discounted concession rate.

Default fare

When using myki money, a default fare is the fare payable for a service on which a customer travels and fails to touch off.

Electronic gates

The electronic gates are the gates at which a customer touches on and touches off their myki as they pass through when they enter or exit certain stations.

Full fare myki

A full fare myki is a myki used by customers who are not entitled to any travel concessions.

Long Life Smartcard (LLSC)

A myki card.

Public Transport Victoria (PTV)

Public Transport Victoria is the statutory authority that administers Victoria's train, tram and bus services. It provides a single contact point for customers wanting information on public transport services, fare, tickets and initiatives.

PTV Hub

The PTV Hub provides face-to-face contact to assist customers with all their public transport needs. The PTV Hub is located at Southern Cross Station (Spencer St, Melbourne).

myki check

A myki check is the blue machine found at some metropolitan train stations, selected tram platform stops, some V/Line stations and selected bus interchanges. Customers can use the myki check to view the information stored on their myki, including the myki money balance, myki pass balance, recent transactions and travel history.

myki machine

myki machines are located at all metropolitan train stations and selected V/Line stations, bus interchanges and tram platform stops. Customers can use them to buy a full fare card. Customers can also use them to top up myki money and their myki pass and check their recent transaction history.

myki money

myki money is a dollar amount stored on a myki. With myki money, the best fare is calculated according to where and when a customer touches on and touches off at the start and the end of each trip.

myki pass

myki pass is a product stored on a myki in the form of travel days for a specified zone or zones, valid for a certain period.

myki reader

myki readers are the green myki readers customers must use to touch on and touch off at the start and end of each trip. They are located at the entry and exit points on buses, trams and at train stations.

Public Transport Ombudsman (PTO)

The Public Transport Ombudsman deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with public transport operators or the Transport Ticketing Authority. For further information, visit www.ptovic.com.au

Registration

Registering the cardholder's personal details means that the myki has balance protection, travel history is available online and a customer can arrange auto top up.

Senior myki

Customers who have a valid Victorian Seniors Card are eligible to use a Seniors myki to travel.

Smart card

A smart card is a card containing a microchip that processes information and can be used to pay for services, such as public transport. mykis are smart cards.

top up

Topping up is loading travel days (a myki pass) or a dollar amount (myki money) onto a myki to pay for travel.

touch off

Touching off is placing the myki against a myki reader at the end of a customer's trip so that the reader shows a green light.

touch on

Touching on is placing the myki against a myki reader at the start of a customer's trip so that the reader shows a green light.



